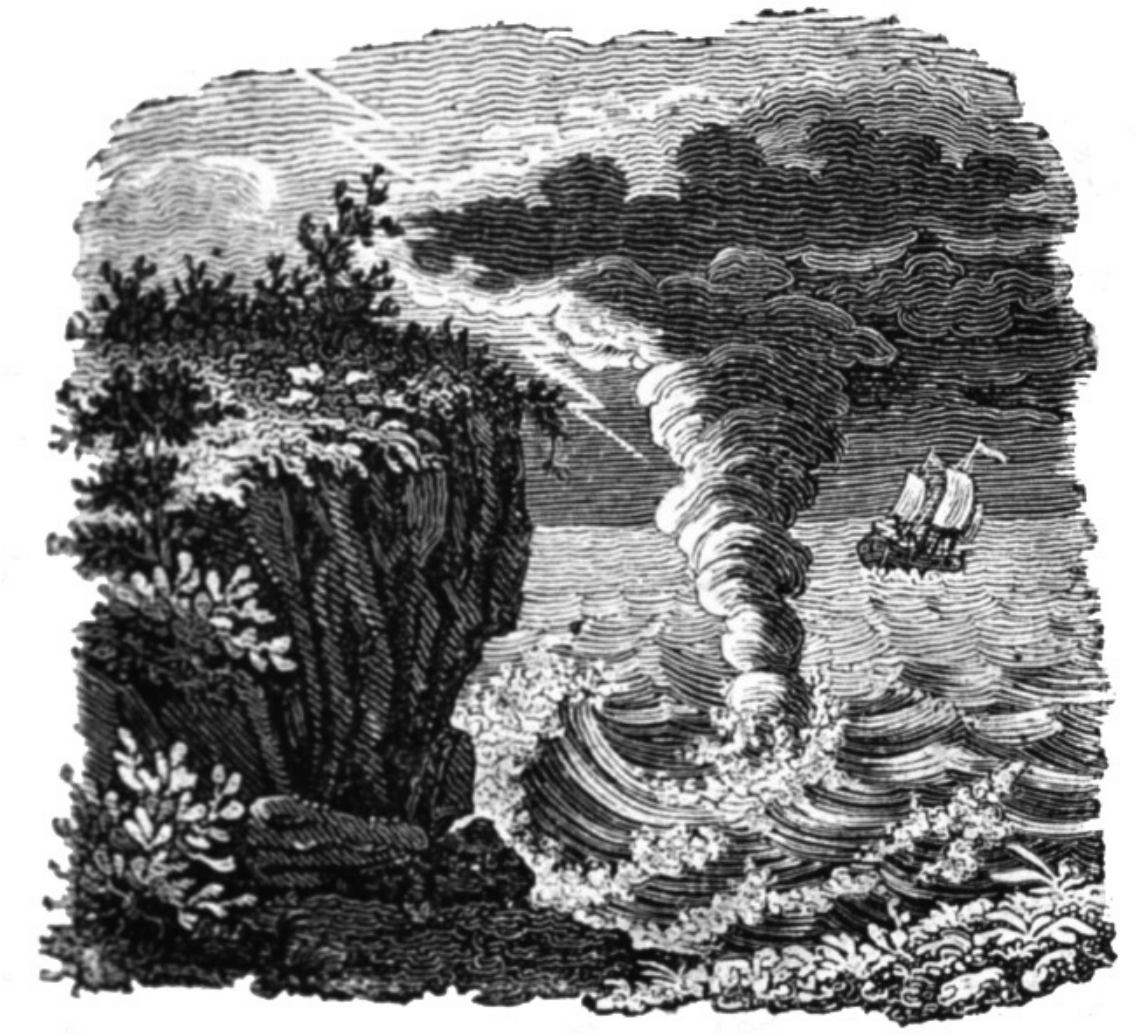
Risky Business SOS User Manual



Managing SOPs For Safety And Performance

Risky Business SOS
Version 2007

Dr. Gerard Hammond

MacSOS

MacSOS Solutions Pty Ltd

Risky Business SOS User Manual: Managing SOPs For Safety And Performance

Risky Business SOS
Version 2007
Dr. Gerard Hammond

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1

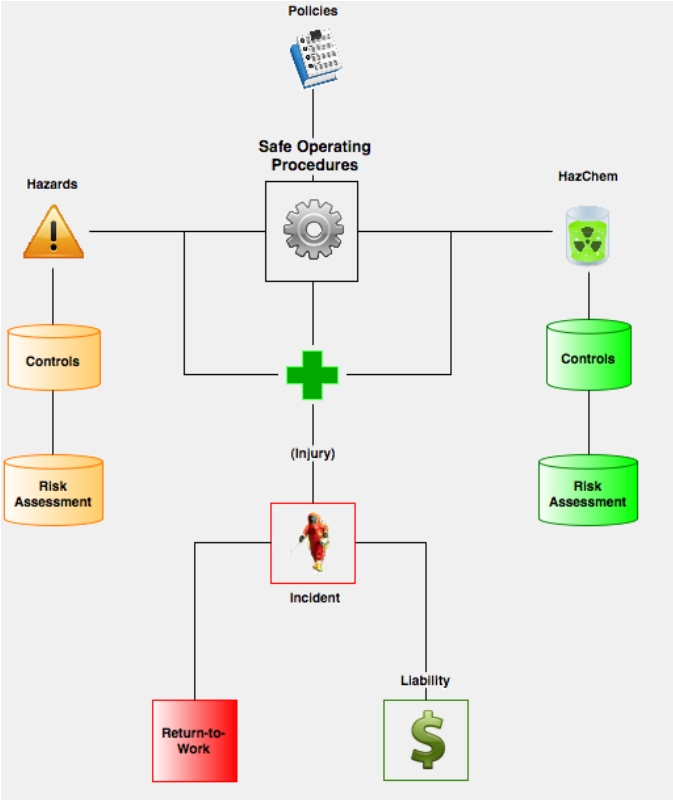
Chapter 1
Preface

This release of this manual was written to work with the 2007 version of the Risky Business SOS for the MacOSX and Windows operating systems. If you are using different versions please check with your distributor or the MacSOS website for updated technical information. For the latest release notes check the MacSOS website.

1.1. Introduction

Risky Business SOS is a register of your company's Policies, Procedures, Substances, Hazards, Incidents and their Risk Assessments. It is a software application designed to simplify and guide a company through the task of documenting their Safe Operating Procedures (SOPs). Every organization has a strict legal obligation to the community and employees to identify, assess, control and document the hazards, substances and procedures at their workplace. This software application is designed to aid compliance with these regulations.

By managing workflows for major domains of occupational safety, Risky Business SOS increases the quality of your procedures through delegation, step by step monitoring and centralizing of all relevant information.



Company Safety Officers will be able to monitor, manage and record risk analyses for Standard Operating Procedures (SOP) and other occupational hazards. The Human Resource Department will have a detailed Incident Reporting database to be sure that all accidents are correctly reported, reviewed and investigated.

Employees can rest assured that even the smallest changes to procedures and chemicals components will be properly assessed for risk and can benefit from standardized reporting as well as training using the built-in quizzing module.

Risky Business SOS is the result of many years of experience working with hazardous chemical substances and with the legal obligations required to use them. New businesses and Safety Officers will benefit from the guided usage to building and maintaining legal SOPs including automatic task assignment to assure no important steps are overlooked. Experienced risk managers will find quick access to all of the tools needed to manage dangerous work processes in one central location.

1.2. Features

Risky Business SOS offers you many OH&S features to securely manage your use of:

- Hazardous substances
- Dangerous goods
- Standard Operating Procedures (with version control)
- Chemical Exposure Risks
- Hazard and Risk Analysis
- Organizational policies
- Small volume substance labelling
- Incident & Liability monitoring
- Users, groups, locations
- Document management
- User training and SOP acceptance monitoring
- Fully customizable reports with Excel and Strata export
- Data confidentiality and change auditing

The software is designed to run on MacOSX and Windows operating systems and supports internationalized UTF-8 text input. Solutions are available for up to 1000 simultaneous employee logins. Voice prompts are available for visually impaired users.

Special Macintosh features include:

- Easy, one Click backups to .Mac or other remote backup devices
- Live Spotlight-like Searching: Fast and simple
- Universal Binary: Runs fast on Mac OS X
- Drag and Drop File from Finder: Easily access important files for each Procedure.
- Real-time Macintosh Dock Icon updates

1.2.1. Guided Usage

Risky Business SOS helps assure that you fulfill your obligations and responsibilities when creating and updating Procedures and Hazards. Guided usage is provided in the following ways:

- **Smart Links**: Advance warning showing how changes in a Chemical or Hazard can affect any linked Procedures. More information on smart links can be found in Section “*Smart Links*” on page 14.
- **Version Control**: See all changes between versions or in selected fields only. More information on version control can be found in Section “*Version Viewer*” on page 152.
- **Wizards**: A quick and simple creation of new Procedures and Hazards. An example of the Procedure wizard process is shown in the Section “*Create a New SOP*” on page 32.
- **Unfinished Tasks**: red flags for all registers with objects needing attention and an Alerts Browser window to quicky see at a glance all tasks to be finished. More information on unfinished tasks can be found in Section “*Task Alerts*” on page 143.
- **Click and Zoom Navigation**: inside the Procedures and Assessment window, all warning icons can be clicked to bring up and highlight the data field or object needing attention. More information on click and zoom navigation can be found in Section “*Documents*” on page 80.

Changes to a Procedure can cause warning messages such as how many employees may be affected, shown in the Maintenance chapter. A detailed version history is also available to see the changes at each different version of the Procedure. For more information see the Chapter 8: "*Maintenance*" on page 148. Changes to linked information such as Chemical Substances or Hazards will also cause warnings to appear if significant changes occur after a Procedure has been assessed and approved.

1.2.2. Smart Links

Because Procedures depend on independent sub-components Risky Business SOS has included advanced data linking intelligence to allow administrators to be alerted to changes in interconnected objects. For example, a Procedure includes a chemical substance that was known to be controlled at the time the Procedure was created. Later, new government research has caused the chemical to be reclassified as more dangerous with new first aid protocols.

The Risky Business SOS administrator needs only update the chemical properties in the Chemical Substance library and all Procedures using the chemical will automatically receive the updated information. If the change was major, the linked Procedures will be moved to pending manager approval status and alert the Safety Officers involved that they need to re-evaluate the updated Procedure.

A major update to a Procedure itself will warn the Administrator how many people will need to reapprove the Procedure before work using the Procedure in question can take place.

1.2.3. Version Control

As Procedures improve and hazards are better understood it is important to clearly communicate these changes in a structured way throughout an organization. Risky Business SOS makes this ongoing process easy at all levels. All users can compare different versions of Policies, Procedures, Chemical Substances and Hazards to quickly see what has changed between different versions. Administrators can also export lists of changes for evaluation.

Administrators are alerted immediately how changes will affect the organization's workflow. Warnings are created to show how many users will need to re-read a Procedure when the Procedure or Hazard is going to be updated. If a chemical is updated, the Administrator can see which Procedures will be affected.

Constant links between chemicals substances and hazards used in Procedures assures the Administrator that each Procedure will be correctly updated with the latest information. For example, if your substance is used in 10 different Procedures you only have to update the changes in the Chemical Library once for it to be updated in each Procedure. The SafetyOfficer will be shown a list of Procedures affected by the change so that they can be re-assessed if required.

More information on version control can be found in Section "*Version Viewer*" on page 152.

1.2.4. Data Security

All stored data (including Standard Operating Procedures, Policies, Chemicals, Hazards, Incident Reports, and stored documents and images) are stored in an encrypted database on a local hard disk or optionally, a networked file server. Access to the database requires correct user authentication through the Risky Business SOS software interface.

Exported objects can be optionally password encrypted for transfer over insecure mediums like Internet email.

The database can be backed up using standard network file management tools. Due to the legal and safety nature of working with dangerous chemicals, it is highly recommended that

you keep a copy of the database on a remote storage device. More information on document management can be found in Section “*Database Backup*” on page 155.

Warning

Because the database is encrypted, it is essential to not loose the administrator username and password. MacSOS Pty. Ltd is not able to provide a way to unencrypt a database whose administrative password is lost or unknown.

1.2.5. Document Management

Any computer file can be loaded into the Risky Business SOS Document Library. Common files stored in the Risky Business SOS database might be:

- email text
- scanned documents images
- digital photos
- PDF of Material Safety Data Sheets

These files are available in a global file browser for administrators and they are also classified according to Users, and Incidents. Files can later be exported for additional document processing. More information on document management can be found in Section “*Documents*” on page 80.

1.3. Software Requirements

To run Risky Business SOS on Windows, you must have the following:

- A PC with at least a 1.5GHz processor and at least 512MB of RAM
- The Windows 98, ME, NT, 2000, or XP operating system.
- 1024 x 800 (or greater) colour monitor
- A hard disk with at least 120 megabytes of free space available to install Risky Business SOS
- Microsoft Office 2000 of higher is required to view or print reports. (Reports are .rtf and tab delimited text files)
- For the Multiple Clients/ One Site and Multiple Clients/ Multiple Sites licences, the Risky Business SOS server is required.

To run Risky Business SOS on Macintosh you must have the following:

- A Macintosh with a 600MHz G3 processor that runs Mac OS X 10.2.8 or later; an 800GHz G4 processor or better; or any Intel-based Macintosh. Risky Business SOS is a Universal Binary; it runs "natively" on both PowerPC and Intel-based Macintoshes.
- A hard disk with at least 120 megabytes of free space available to install Risky Business SOS and at least 512MB RAM.
- 1024 x 800 (or greater) colour monitor
- Microsoft Office 2000 of higher is required to view or print reports. (Reports are .rtf and tab delimited text files)
- For the Multiple Clients/ One Site and Multiple Clients/ Multiple Sites licences, the Risky Business SOS server is required.

For more information on purchasing Risky Business SOS server licenses check the MacSOS website or email your questions directly to MacSOS. The Risky Business SOS server can also be run from a Linux operating system.

1.4. Conventions

The following tables describe the typefaces and symbols used in this manual.

Table 1.1. Typography

Typography	Meaning
`Computer Output`	is data generally display or presented by the computer
`User Input`	is text or commands that you type, contrasted with on screen computer output
Button	is the text on a button, used to describe what button to click
Menu	indicates the name of a menu or tab that takes you to specific options
MENU > ITEM	describes which buttons to click and the order to click on them for a specific action to occur: for example FILE > PRINT says to click on the menu named "File" and then the Menu item named "Print".
Label	a text label on the window
Tab	the title of a clickable tab on a window

Table 1.2. Symbols

Symbol	Meaning
NOTE -	Notes describe particular features which require attention
CAUTION -	Cautions explains conditions that may cause unwanted results
TIP -	Tips offer useful suggestions
WARNING -	Warnings about tasks that will cause you difficulties
IMPORTANT -	Important information that you should be aware of

1.5. Support

Risky Business SOS has many sources of information, inside the program and from MacSOS Solutions Pty Ltd, the makers of Risky Business SOS. Please check with your distributor or email MacSOS Solutions Pty Ltd directly to see how long you are eligible for email/ phone support. If your direct support period has finished or is about to run out you can purchase additional support options directly from MacSOS Solutions Pty Ltd.

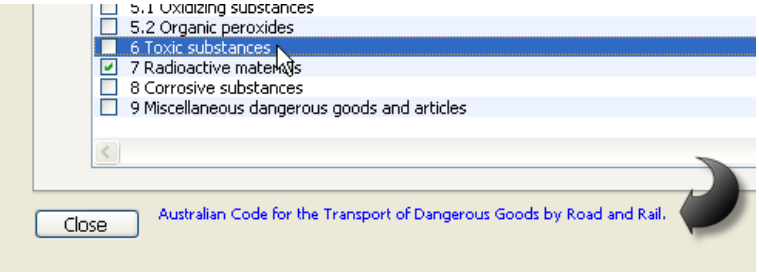
Below are the support services available for Risky Business SOS.

- Tool tips activated by dragging the mouse over an object
- Online glossary of common terms
- Search Windows for long lists

- Error Log
- User manual in PDF for printing or online viewing
- Direct support from MacSOS Solutions Pty Ltd

1.5.1. Tool tips

Each time your computer mouse pointer is placed over a field of a Risky Business SOS window, descriptive text will appear at the bottom of the window. This text offers tips or short usage descriptions of the field where the mouse is hovering over. If these tips are not detailed enough you can open the Online Glossary (explained below) or refer to the User Manual.

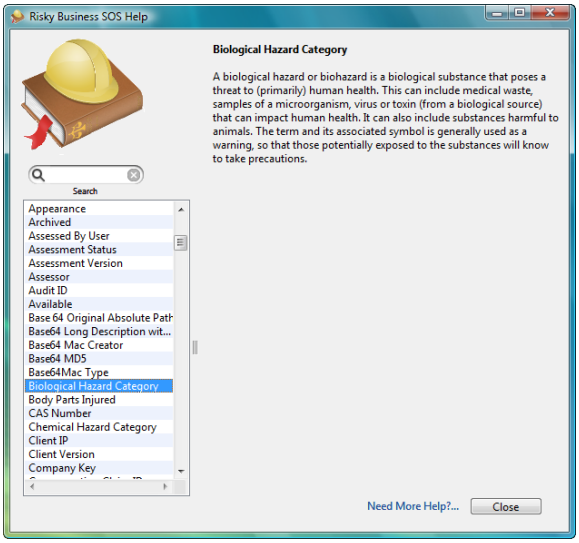

5.1 Oxidizing substances
5.2 Organic peroxides
6 Toxic substances
7 Radioactive materials
8 Corrosive substances
9 Miscellaneous dangerous goods and articles
Close
Australian Code for the Transport of Dangerous Goods by Road and Rail.

1.5.2. Online Glossary

The Online Glossary is available only within the Risky Business SOS software. It contains a list of terms used in the Risky Business SOS software and their corresponding definitions. This window can be accessed either from the main menu by clicking Help > Risky Business Glossary or by clicking on the Help button found on most windows.

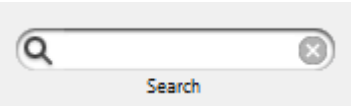
Clicking on the help button

will also preselect a corresponding page's definition in the Online Glossary for fast access to information concerning the current page.



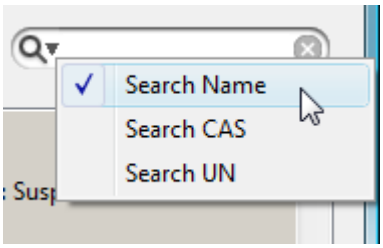
1.5.3. Search Windows

Whenever there are long lists of items (Hazardous Chemicals, Standard Operating Procedures, and Users for example) there is a search box available in the program windows to quickly help find items in the list. This is a navigation helper when using the software.



Type in one or more letters of the word that you are searching for and after each letter is entered, search results will be made in the nearby list table. Click the X circle to clear the search box.

The search window for Hazardous Chemicals as shown on the main window has a special drop down box to choose from various categories to search in. Simply click the small triangle in the search box and choose one of the search types.



1.5.4. User Manual

The User Manual is released in 2 formats, HTML and PDF. When presented in HTML you will need to use an Internet browser to read and optionally print pages of the manual. The HTML version of the manual also contains a navigation window on the left side of the window that will be available if your browser is configured to use javascript. If your web browser is not configured to allow javascript then you can use the Table of Contents on the first page of the HTML manual to move around the manual.

Note

Web browsers such as Safari on the MacOSX and Internet Explorer on Windows are already installed on your operating system, but other Internet browsers such as Opera and Firefox can also be used.

The PDF version of the manual is ready to be printed using the A4 page format. To read the PDF you should use the latest version of the free Adobe Reader software available here. You can use the Adobe Reader software to also search the text or to print the entire manual on a laser printer.

1.5.5. Email Support

After purchasing and registering your copy of Risky Business SOS you are eligible for 60 days of email support direct from MacSOS Pty Ltd. You can expect a response within 1-3 business days. The support email address is <support@macsos.com.au> . Contact MacSOS Pty Ltd directly for other support options.

When using Direct Support be sure to include the following information:

- Your registered username for the software
- The software and/ or client version (available from the Help > About Risky Business menu)
- Your operating system
- A summary of your problem, including if possible any error messages and the name of any specific screens where the problem occurs
- If possible, the steps to reproduce the problem

If your company uses email spam protection be sure to allow email to come to you from the email domain macsos.com.au.

1.6. Registration Information

Registration is required for support or accessing software updates. Once a product is registered, the registration cannot be transferred to another owner without the prior approval of MacSOS Solutions Pty Ltd.

1.6.1. Online

Registration can be done online at the Risky Business SOS website.

1.6.2. Mail

Registration can also be done by normal mail. Contact <sales@macsos.com.au > for the mailing address. Then print the included registration form and include a copy of your payment receipt for the software and send it to MacSOS Solutions Pty Ltd.

2

Chapter 2 Installation

2.1. Typical Usage

Below are 3 typical usage scenarios for the Risky Business SOS software.

Unlimited Employees/ Single Client licence. Risky Business SOS database must be installed one a local hard drive accessible by only one user at a time. An unlimited number of Risky Business SOS Users can be added to this database. This could be a single computer that would become the training computer. In this setup, the Windows login account would be a publicly accessible one since the preferences and database are stored under the user account.

Unlimited Employees/ Multiple Clients/ One Site licence. Risky Business SOS server can be installed on a server to offer access to one or more Risky Business SOS client software installations in the business network. This installation supports an unlimited number of Risky Business SOS Users can be added to this database and multiple simultaneous connections. Only one site or group may be created. Each computer accessing the server must have the Risky Business SOS client software installed.

Unlimited Employees/ Multiple Clients/ Multiple Site licence. Risky Business SOS server can be installed on a server to offer access to one or more Risky Business SOS client software installations in the business network. This installation supports an unlimited number of Risky Business SOS Users can be added to this database and up to 1000 simultaneous connections. Multiple sites or groups may be created. Each computer accessing the server must have the Risky Business SOS client software installed.

For other usage scenarios contact sales at MacSOS Solutions Pty Ltd: `<sales@macsos.com.au>`

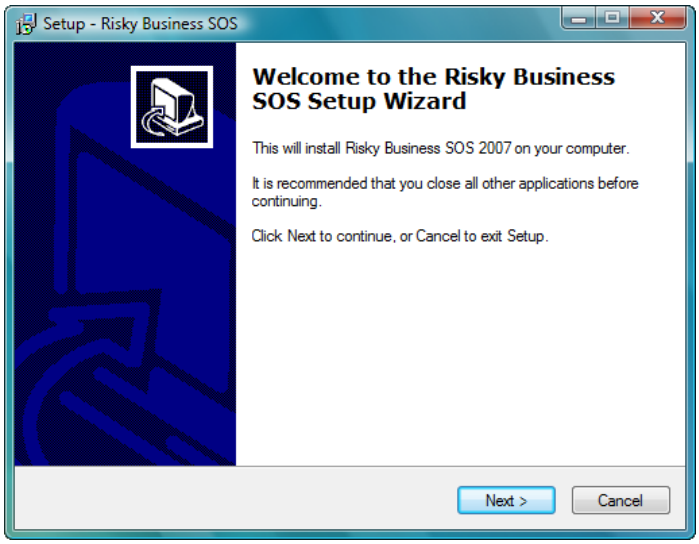
2.2. Windows

The Risky Business SOS client software for Windows arrives as a file called setup.exe that needs to be run on the computer where it will be used. This will install a database for your information and the software required to manage the database. More information on the database can be found in Section “*Database Location*” on page 154.

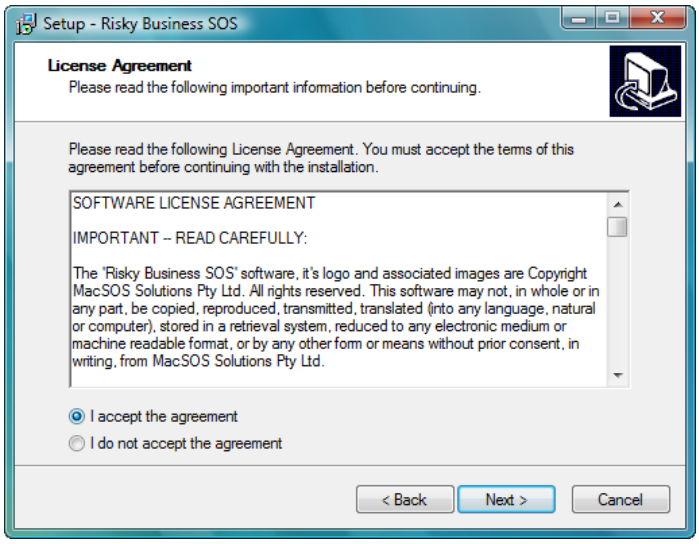
The following steps show you a typical installation.

1. Double click on the setup.exe file to start the installation.

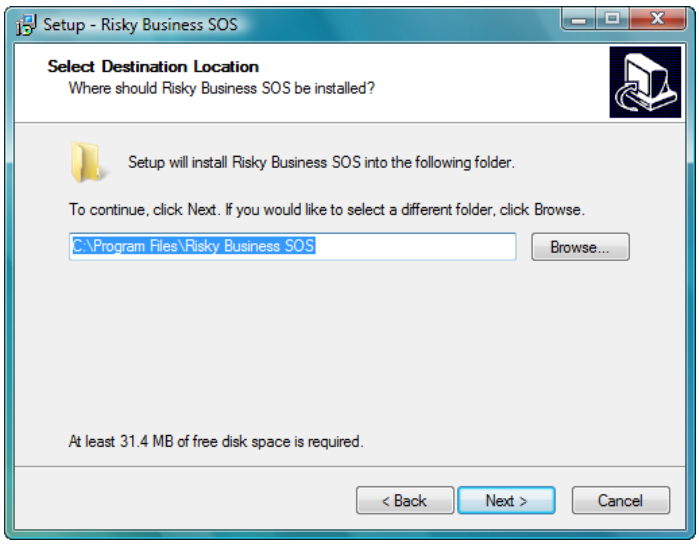
2. Click the next button.


Setup - Risky Business SOS
Welcome to the Risky Business SOS Setup Wizard
This will install Risky Business SOS 2007 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

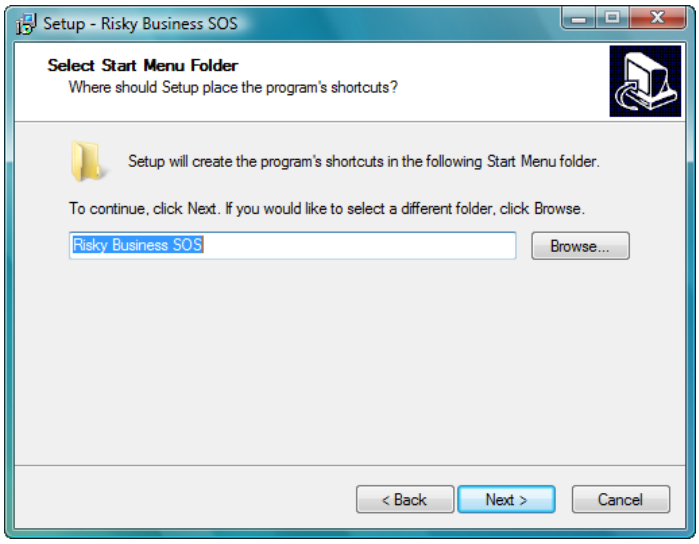
3. Read the license agreement and if you accept click the "I accept the agreement" and then the Next button to continue. If you do not accept the license agreement simply click the Cancel button to stop the installation.


Setup - Risky Business SOS
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
SOFTWARE LICENSE AGREEMENT
IMPORTANT -- READ CAREFULLY:
The 'Risky Business SOS' software, it's logo and associated images are Copyright MacSOS Solutions Pty Ltd. All rights reserved. This software may not, in whole or in any part, be copied, reproduced, transmitted, translated (into any language, natural or computer), stored in a retrieval system, reduced to any electronic medium or machine readable format, or by any other form or means without prior consent, in writing, from MacSOS Solutions Pty Ltd.
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

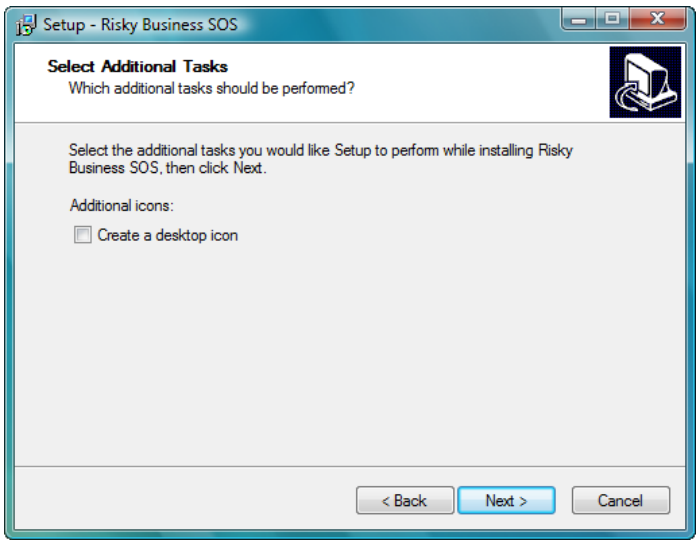
4. Click the Next button to accept the default installation folder or change the location of the installation folder and then click the Next button to continue.


Setup - Risky Business SOS
Select Destination Location
Where should Risky Business SOS be installed?
Setup will install Risky Business SOS into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\Risky Business SOS
Browse...
At least 31.4 MB of free disk space is required.
< Back
Next >
Cancel

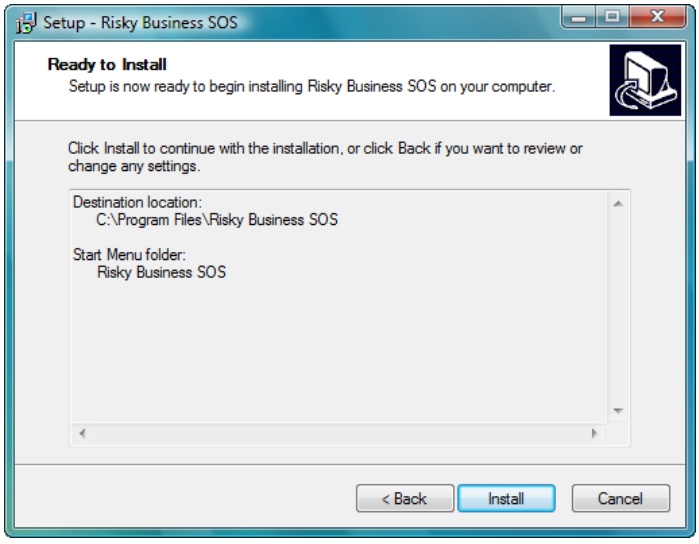
5. Click the Next button to accept the Start Menu folder name to install the program shortcut in or change the name of the folder of the and then click the Next button to continue. This will be the name of the folder that you will see in the Microsoft Windows start menu.


Setup - Risky Business SOS
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Risky Business SOS
Browse...
< Back
Next >
Cancel

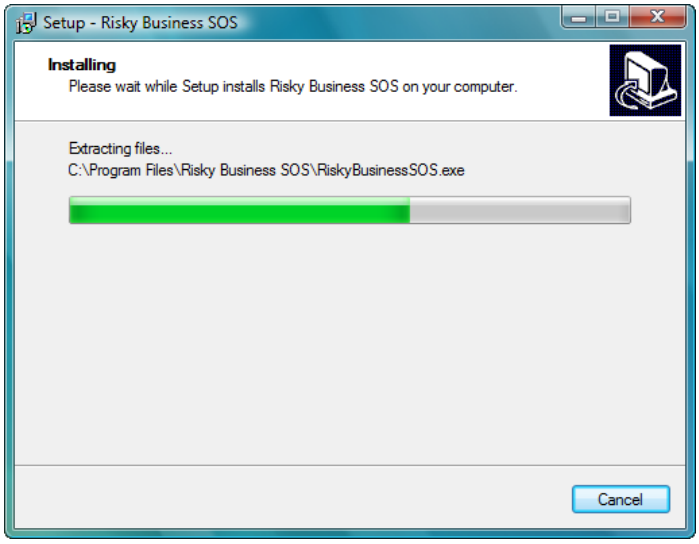
6. If you would like an icon for the Risky Business SOS software on your desktop check the box named "Create a desktop icon" and then click the Next button to continue. Otherwise simply click the Next button to continue.


Setup - Risky Business SOS
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Risky Business SOS, then click Next.
Additional icons:
Create a desktop icon
< Back
Next >
Cancel

7. Review the installation settings and either click the Install button to begin the installation or click the Back button to go back and make changes to the installation settings.

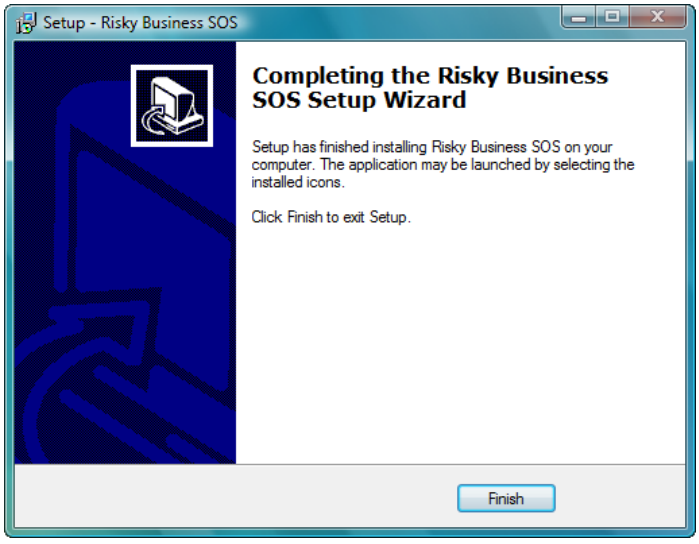

Setup - Risky Business SOS
Ready to Install
Setup is now ready to begin installing Risky Business SOS on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Risky Business SOS
Start Menu folder:
Risky Business SOS
< Back
Install
Cancel

8. Wait for the installation process to finish installing the necessary files.


Setup - Risky Business SOS
Installing
Please wait while Setup installs Risky Business SOS on your computer.
Extracting files...
C:\Program Files\Risky Business SOS\RiskyBusinessSOS.exe
Cancel

9. The installation has finished and you can either start the Risky Business SOS software immediately by checking the "Launch Risky Business SOS" box and

clicking the Finish button. To finish the installation without starting the software, uncheck the "Launch Risky Business SOS" box and clicking the Finish button.


Setup - Risky Business SOS
Completing the Risky Business SOS Setup Wizard
Setup has finished installing Risky Business SOS on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Finish

If you receive any errors check the list below for some common installation issues.

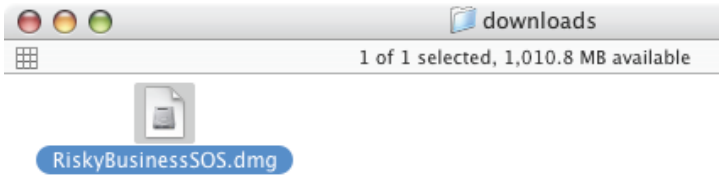
- **file is corrupted:** the file may have become damaged while being downloaded from the Internet. Try downloading the file and reinstalling it again. You may need to close and reopen your web browser as well in case it has put the corrupt download in a cache file.
- **not enough hard drive space:** verify that you have at least 120 megabytes of hard disk space where the software is being installed
- **insufficient rights to install:** your user account on your computer may not have the necessary rights to install the software. Contact your system administrator or log into your computer with an account which has software installation rights.

2.3. MacOSX

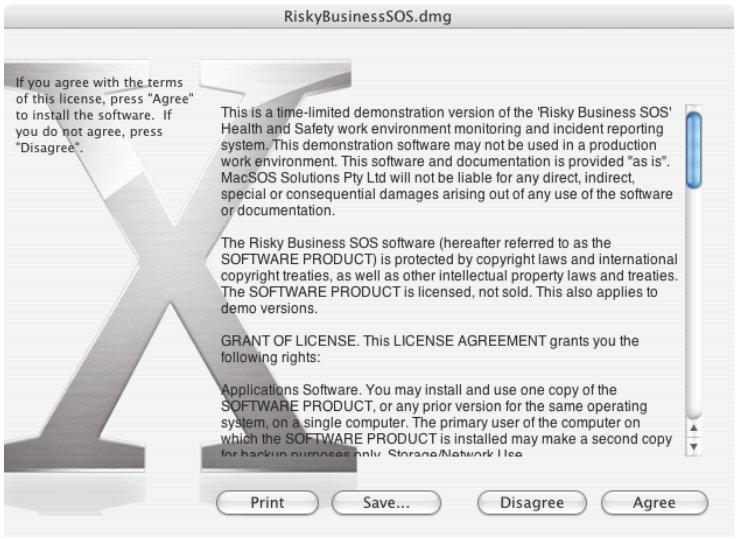
The Risky Business SOS client software for MacOSX arrives as a file called RiskyBusinessSOS.dmg that needs to be run on the computer where it will be used. This will install a database for your information and the software required to manage the database. More information on the database can be found in Section “*Database Location*” on page 154.

The following steps allow show you a typical installation.

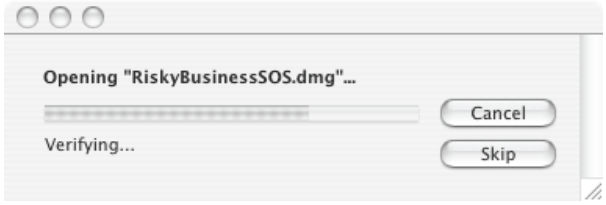
1. Double click on the RiskyBusinessSOS.dmg file to start the installation.



2. Read the license agreement and if you accept click the "Agree" and then the Next button to continue. If you do not accept the license agreement click the Disagree button to stop the installation.

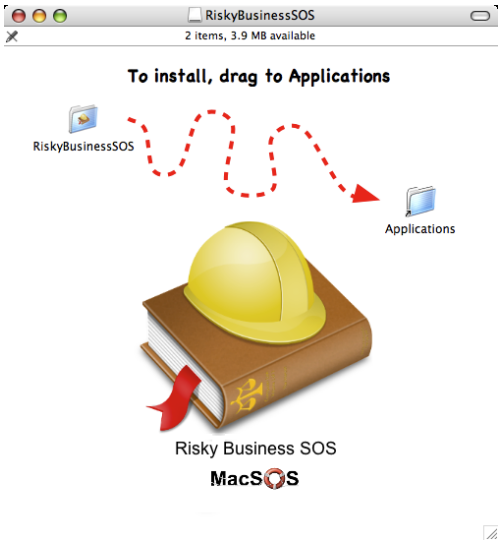

RiskyBusinessSOS.dmg
If you agree with the terms of this license, press "Agree" to install the software. If you do not agree, press "Disagree".
This is a time-limited demonstration version of the 'Risky Business SOS' Health and Safety work environment monitoring and incident reporting system. This demonstration software may not be used in a production work environment. This software and documentation is provided "as is". MacSOS Solutions Pty Ltd will not be liable for any direct, indirect, special or consequential damages arising out of any use of the software or documentation.
The Risky Business SOS software (hereafter referred to as the SOFTWARE PRODUCT) is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is licensed, not sold. This also applies to demo versions.
GRANT OF LICENSE. This LICENSE AGREEMENT grants you the following rights:
Applications Software. You may install and use one copy of the SOFTWARE PRODUCT, or any prior version for the same operating system, on a single computer. The primary user of the computer on which the SOFTWARE PRODUCT is installed may make a second copy
Print
Save...
Disagree
Agree

3. The install package for Risky Business SOS will go through a self check process and then it will mount a virtual drive to your desktop called RiskyBusinessSOS. This drive will auto-open and present you with the actual Risky Business SOS software folders. Wait for the verification to finish.

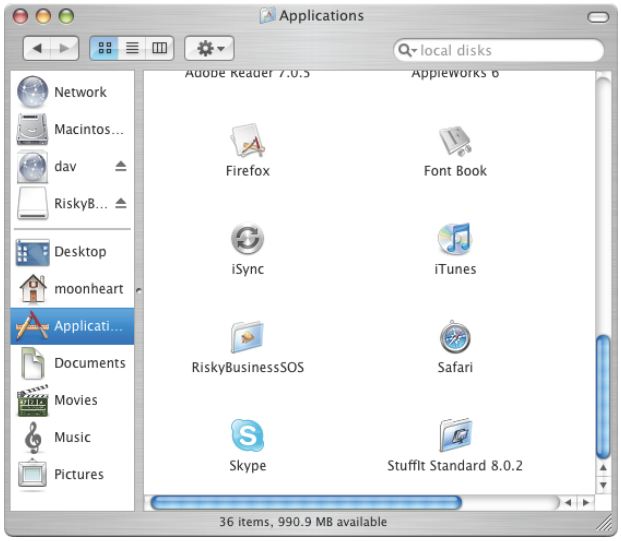


4. Once the virtual drive has been verified and mounted to your desktop, it will automatically open for you to finish the installation.

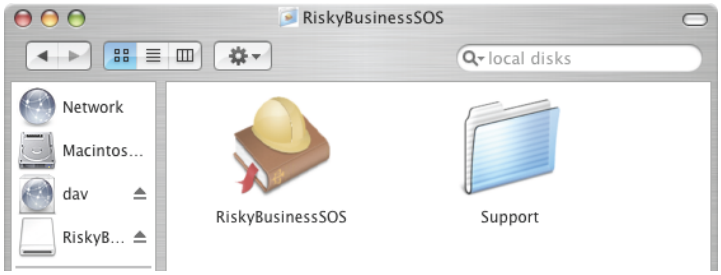
5. To finish the installation of the software, click and drag the RiskyBusinessSOS folder to your Applications folder. A shortcut link has been provided for you in the same directory .



6. Go to your computer's Application folder and scroll to the bottom (or if it is presented in an alphabetical list, scroll to the R section.)



7. Double click the RiskyBusinessSOS folder to open the folder where you will find the RiskyBusinessSOS program shown below. Double click on the software to launch the program. To run the software in the future you can choose from the following solutions.
   - always go to the Application folder and then to the RiskyBusinessSOS folder
   - make an alias of the RiskyBusinessSOS program and put that on you desktop or somewhere else on your computer
   - click and drag the RiskyBusinessSOS program to your dock bar



8. The installation has finished and you can close the virtual drive on your desktop titled RiskyBusinessSOS. Optionally you can either delete the RiskyBusinessSOS.dmg file or save it to another folder on your computer in case you need to reinstall it later.

If you receive any errors check the list below for some common installation issues.

- **file is corrupted:** the file may have become damaged while being downloaded from the Internet. Try downloading the file and reinstalling it again. You may need to close and reopen your web browser as well in case it has put the corrupt download in a cache file.
- **not enough hard drive space:** verify that you have at least 120 megabytes of hard disk space where the software is being installed
- **insufficient rights to install:** your user account on your computer may not have the necessary rights to install the software. Contact your system administrator or log into your computer with an account which has software installation rights.

2.4. Product Activation

After you have installed the software on your computer system(s) you will need to activate each installation with the registration code that you received from MacSOS Solutions Pty Ltd. Otherwise the software will remain in demonstration mode until the time period has run out. This window is available using the menu Administration > Registration. Enter your registration code in this window.

If you have not purchased a license for Risky Business SOS software you can click the BUY button on the lower left of the window. This will take you to the purchase web page using your default web browser.

Important

Always logout from Risky Business SOS via the Exit Menu (Quit on Mac) or the Logout button. Forcing the Application to quit without saving can result in a reduction in the number of re-usable login licences.

Figure 2.1. Activation Window

Registration
File
Edit
Data
Adminstration
Help
Registering Risky Business SOS
This software and documentation is provided "as is" and MacSOS Solutions Pty Ltd makes no representations or warranties, express or implied, including but not limited to, warranties of merchantability or fitness for any particular purpose or that the use of the software or documentation will not infringe any third party patents, copyrights, trademarks or other rights.
MacSOS Solutions Pty Ltd will not be liable for any direct, indirect, special or consequential damages arising out of any use of the software or documentation.
I agree to the terms of the complete License
Read Full License
Registration Code:
Buy
Application Version 2007.091
Register
Cancel

Caution

It is important that you keep a copy of your registration code in case you need to reinstall or move the software to another computer.

3

Chapter 3
Quick Start

The Quick Start chapter will walk you through the steps to use the basic functionality of the Risky Business SOS software. It assumes that you have already installed the Risky Business SOS software and have started it. You can follow through 4 major activities from logging in and creating a typical user, adding a sample Standard Operating Procedure and finally printing a report.

Additional scenarios are available at the end of the chapter for the following activities.

- Validate a SOP risk
- NonTech User acceptance of an SOP
- Creating a new incident

These sample exercises are meant to show you examples of using the Risky Business SOS software. Many of the windows will have additional options and fields that can be used to optimize your use of the software. Additional information on these options can be found in the other chapters of this manual or using the built-in online help window.

Now it is time to get started so begin the Risky Business SOS software and go to the next section.

3.1. Login

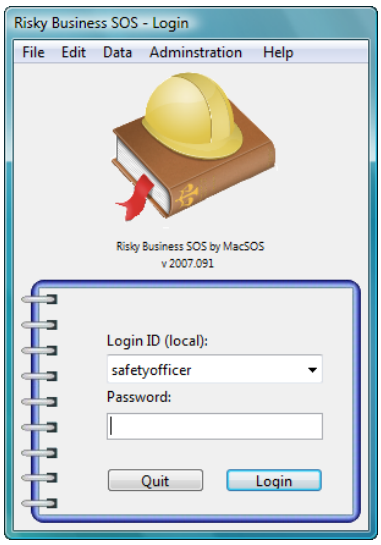
Each user of the Risky Business SOS software who has the Login Allowed privilege may use the Login window to access the Risky Business SOS software interface. Each user may have different features available depending on the user's role. For example, a NonTech user will not be able to create new Procedures while the Safety Officer will have this capability.

Important

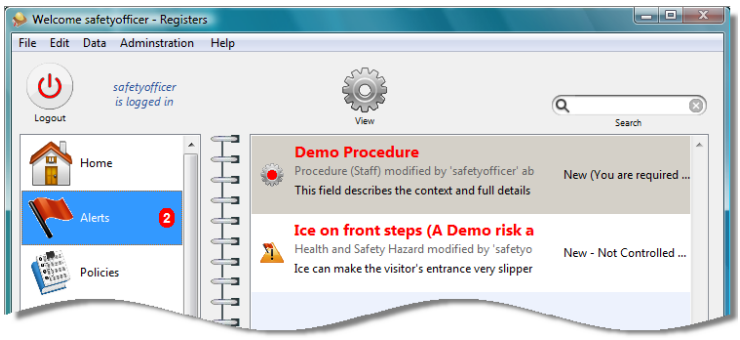
Always logout from Risky Business SOS via the Exit Menu (Quit on Mac) or the Logout button. Forcing the Application to quit without saving can result in a reduction in the number of re-usable login licences.

1. When the Login screen appears, enter in the username of "SafetyOfficer" which is created during the installation of the software.

Figure 3.1. Login Window



2. In the password field, enter in the default password of "so".
3. Click the Login button to continue.
4. You should arrive at the main window of the Risky Business SOS software and see the system Alert list where you are alerted to information needing your attention. If this is the first time that you have run the program or if you are in the demo mode, you should see one preconfigured Procedure called "Demo Procedure" and a Hazard titled "Ice on front steps". From here a user can double click on an item in the Alert list or use the menu to continue navigating in the program.

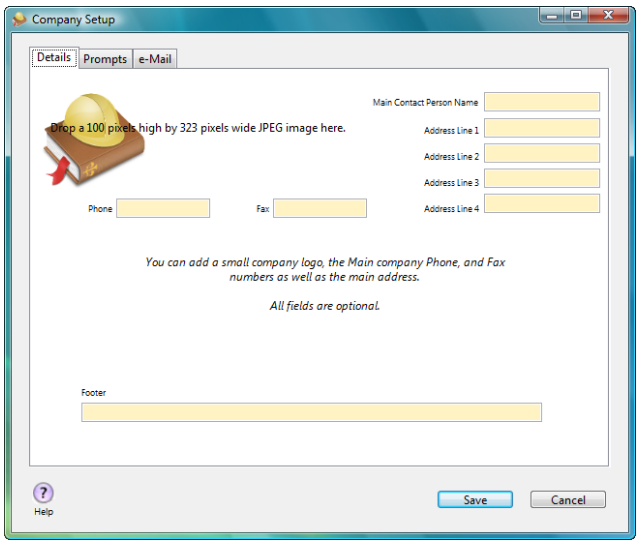


3.2. Company Setup

Company specific information can be entered in the Company Setup window. This information will be used for all reports and to identify the site where the Risky Business SOS software is being used. This window is accessible from the Administration > Company Setup menu.

1. Click on the Administration text menu at the top of the Risky Business SOS software's main window
2. Click on Company Setup item in the drop-down menu box that appears.

Figure 3.2. Company Setup Window



3. Enter in your company's contact information such as the main contact person, your address, your phone and fax numbers and optionally a footer to be put in the bottom of reports.
4. Drag a JPEG logo file no bigger than 100 pixels by 323 pixels from a folder on your computer to be on top of the text that says "Drop a 100 pixels high by 323 pixels wide JPEG image here." When you let go of the mouse button the image will be saved into the Risky Business SOS database and used in reports when they are created.
5. Click the Save button to save this information and close the window.

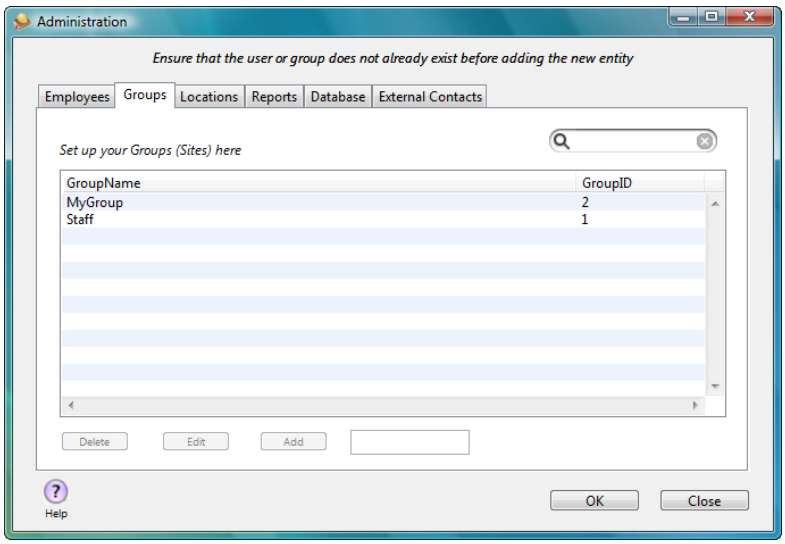
3.3. Create a group, user and location

Groups offers the possibility to categorize users according to the workgroup they belong to. For more information on Groups see Section “*Groups*” on page 142.

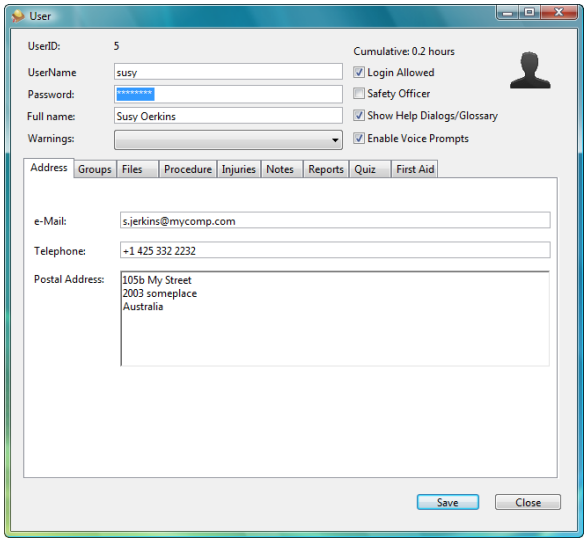
Each user can have different roles within the group or groups that they are assigned to. Users can join one or more groups and be assigned descriptive data and permission roles for use within the software. For more information on Users see Chapter 7: “*User Roles And Workflow*” on page 135.

Locations are for assigning where users are, where the Procedures are being performed, and where chemicals are stored. More information about Locations can be found in Section “*Location*” on page 71.

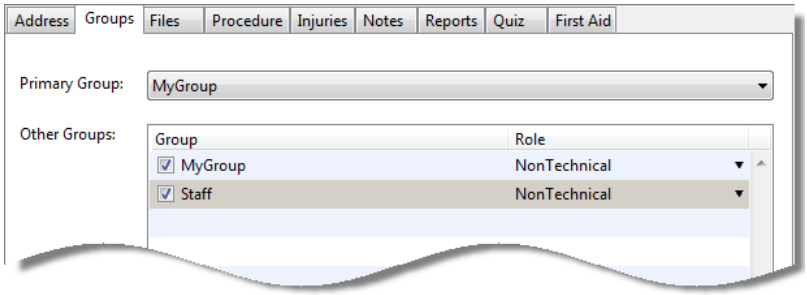
1. Click on the Administration text menu at the top of the Risky Business SOS software's main window
2. Click on Users item in the drop-down menu box that appears.
3. When the Administration window opens click on the Groups tab to select the Group panel.



4. In the white box next to the Add button, type in the group name "MyGroup".
5. Click the Add button to add the new group MyGroup.
6. Verify that the new group name now appears in the list of groups
7. Click on the tab titled Users to see the Use Administration Window
8. In the white box next to the Add button, type in the name "Susy"
9. Click the Add button to add the new user Susy.
10. A dialog box should appear to say that you have created a new basic user. This box should also ask you to complete the specific user login details. Click OK to go to the User Detail Window for your new user.

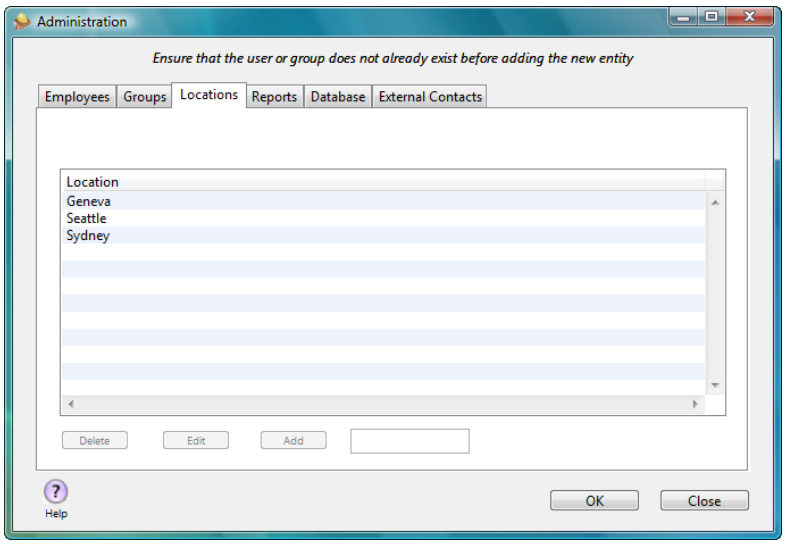


11. In the Password box, enter in "secret" as the password for the user Susy to use when accessing the software.
12. Click on the Groups tab to select the Group setting panel.



13. Click the Primary Group field and select the group named "MyGroup"
14. In the Other Groups list, check the box next to the name "MyGroup"

15. If the default group Staff is installed it might already be selected.
16. In the Other Groups list click on the Role field for the group named "MyGroup" and select "NonTechnical" to make the user Susy have the role of a non-technical user.
17. Optionally click on the Address tab to add additional information.
18. Click the Save button to record the changes that you have made to this new user and close the window.
19. Click on the Location tab to select the Location setting panel.

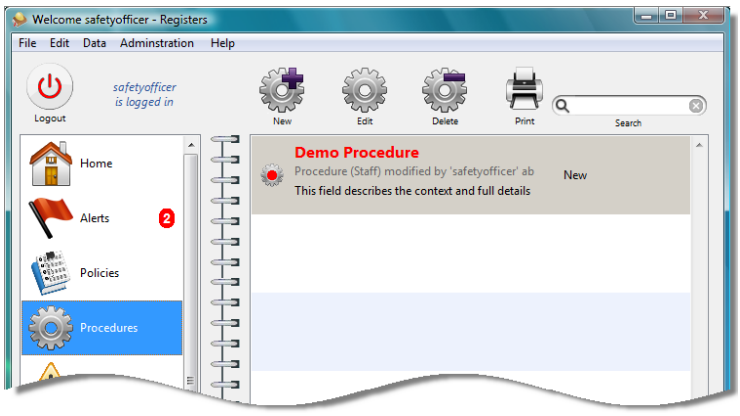


20. In the white box next to the Add button, type in the name "Seattle"
21. Click the Add button to add the new location "Seattle".
22. Optionally select the name from the list of locations and click the Edit button to add additional information.
23. To return to the main software menu, close the window (click the red X for Windows or the red ball for MacOSX)

3.4. Create a New SOP

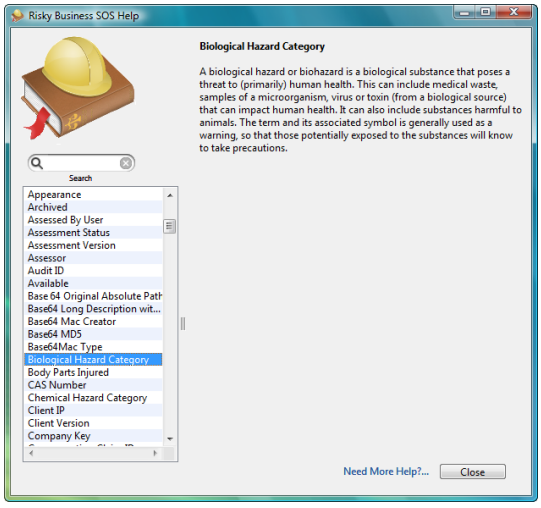
Each company will have one or more Standard Operating Procedures that they will use within their organization. These Procedures will be assessed for risks, hazards, contain detailed descriptions of chemicals used and associated incidents, and eventually be reviewed by the NonTechnical users. For more information about Procedures see Section "*Making And Approving SOPs*" on page 92.

1. You should be back in the main window which also shows an overview of all procedures.

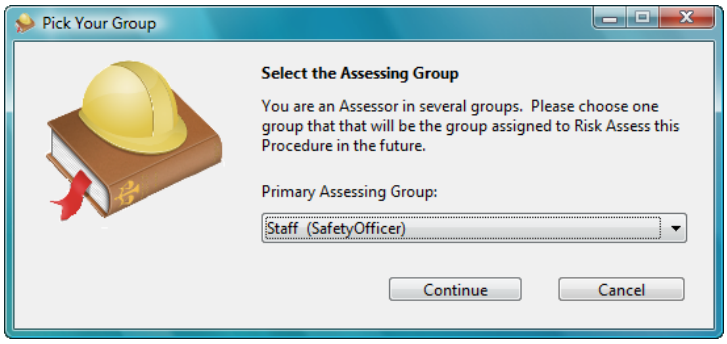


2. Click the New button to start creating a new Procedure.

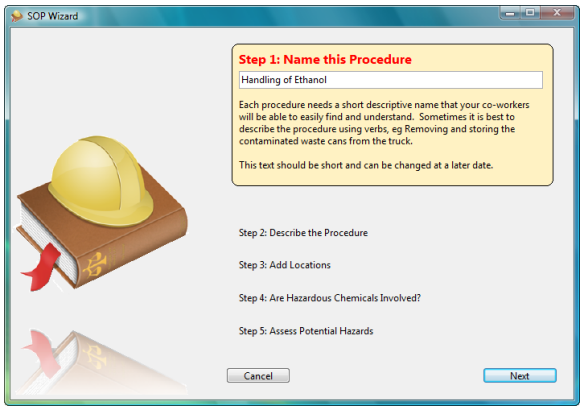
3. The built-in glossary and online help system will appear. Click the Close button to close it.



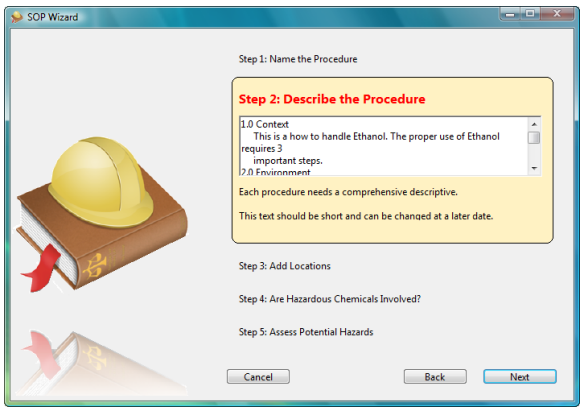
4. If you have previously entered a sample group you will now be asked to choose one group that will be the group assigned to assess the risk of this Procedure in the future. Select an existing group from the drop down box and click the Continue button. If you have not entered in additional groups or the user creating the Procedure is not a member of multiple groups this window will be skipped.


Pick Your Group
Select the Assessing Group
You are an Assessor in several groups. Please choose one group that that will be the group assigned to Risk Assess this Procedure in the future.
Primary Assessing Group:
Staff (SafetyOfficer)
Continue
Cancel

5. The "Procedure Wizard" window will appear. Enter "Handling of Ethanol" in the "Name this Procedure" field and click the Next button.

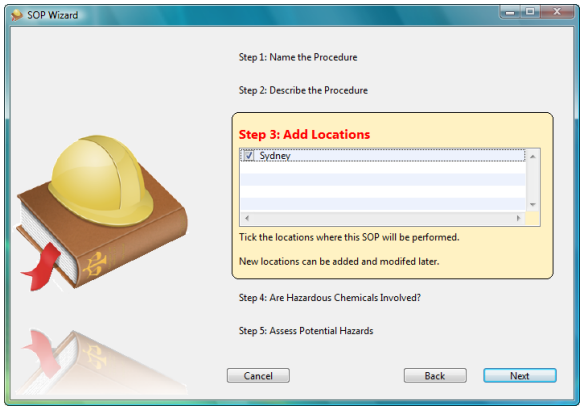

SOP Wizard
Step 1: Name this Procedure
Handling of Ethanol
Each procedure needs a short descriptive name that your co-workers will be able to easily find and understand. Sometimes it is best to describe the procedure using verbs, eg Removing and storing the contaminated waste cans from the truck.
This text should be short and can be changed at a later date.
Step 2: Describe the Procedure
Step 3: Add Locations
Step 4: Are Hazardous Chemicals Involved?
Step 5: Assess Potential Hazards
Cancel
Next

6. In the Description field, enter in some steps for your Handling of Ethanol. An example is below. Click the Next button when you are finished.

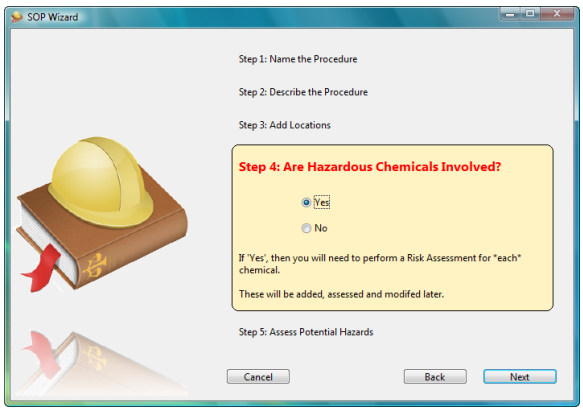

SOP Wizard
Step 1: Name the Procedure
Step 2: Describe the Procedure
1.0 Context
This is a how to handle Ethanol. The proper use of Ethanol requires 3
important steps.
2.0 Environment
Each procedure needs a comprehensive descriptive.
This text should be short and can be changed at a later date.
Step 3: Add Locations
Step 4: Are Hazardous Chemicals Involved?
Step 5: Assess Potential Hazards
Cancel
Back
Next

```
1.0 Context
     This is a how to handle Ethanol. The proper use of Ethanol requires 3
     important steps.
2.0 Environment
  2.1 Proper ventilation
         All work is to be done in a well ventilated room.
  2.2 Proper protection
         At all times use plastic gloves and goggles to avoid skin contact
3.0 Handling
  3.1 Checking expiration/ quality
         Verify that the expiration is current on the label.
  3.2 Add required quantity to mixture
  3.3 Clean tools used in procedure using the Standard Cleaning Procedure
  3.4 Note usage on chemical usage form with date and signature
3.0 Disposal
      When a quantity of Ethanol has become unusable, it must be disposed
      of in the chemical waste tank.  It is not to be put into the public
      waste disposal system.
4.0 Incident
  4.1 Spill/ Leak
         If a spill or a leak occurs, immediately notify the SafetyOfficer
         on duty before trying to clean.
  4.2 Contact
         If skin contact occurs, use the chemical washing station to flush
         the contact area with water.  Contact the safety officer for
         reporting this incident.  If any skin irritation occurs
         immediately consult a physician.
```

7. In the Location field, check the default Sydney location. An example is below. Click the Next button when you are finished.

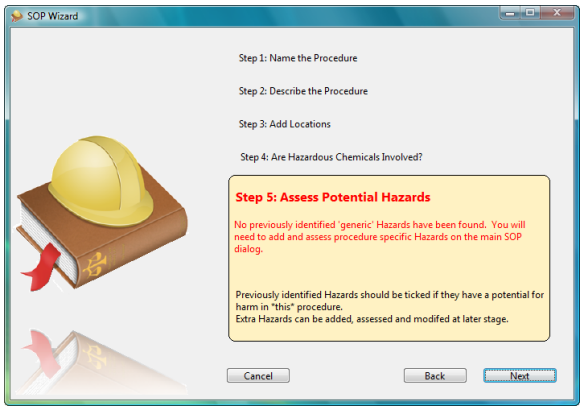

SOP Wizard
Step 1: Name the Procedure
Step 2: Describe the Procedure
Step 3: Add Locations
Sydney
Tick the locations where this SOP will be performed.
New locations can be added and modifed later.
Step 4: Are Hazardous Chemicals Involved?
Step 5: Assess Potential Hazards
Cancel
Back
Next

8. When asked if any hazardous chemicals are involved, check the Yes button. You will later be required to add and assess the chemicals in the Procedure. An example is below. Click the Next button when you are finished.

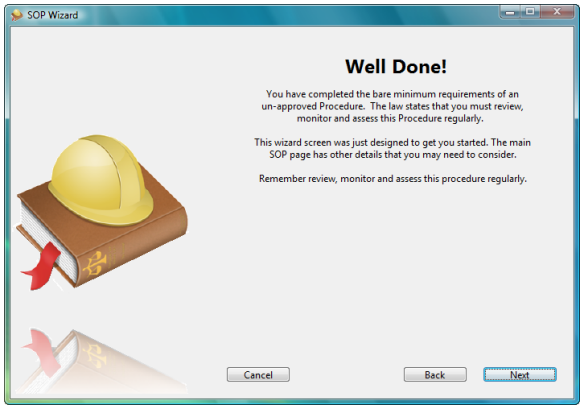

SOP Wizard
Step 1: Name the Procedure
Step 2: Describe the Procedure
Step 3: Add Locations
Step 4: Are Hazardous Chemicals Involved?
Yes
No
If 'Yes', then you will need to perform a Risk Assessment for *each* chemical.
These will be added, assessed and modifed later.
Step 5: Assess Potential Hazards
Cancel
Back
Next

9. Existing Hazards can be included in a Procedure only if they have been expressly allowed to appear in Procedures. This option is available in the Hazard's Risk Assessment panel as shown below.

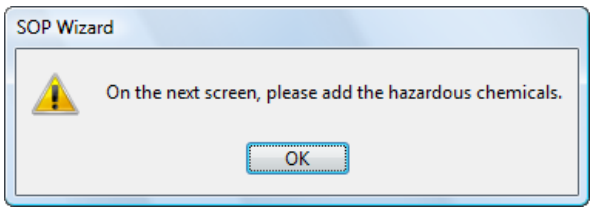
The default Hazard does not have this option checked so unless you have another Hazard created with this option checked you will see the screen below. If Hazards are available that can be used they will appear with a checkbox next to them. You can optionally add Hazards later to the Procedure. An example is below. Click the Next button when you are finished.


SOP Wizard
Step 1: Name the Procedure
Step 2: Describe the Procedure
Step 3: Add Locations
Step 4: Are Hazardous Chemicals Involved?
Step 5: Assess Potential Hazards
No previously identified 'generic' Hazards have been found. You will need to add and assess procedure specific Hazards on the main SOP dialog.
Previously identified Hazards should be ticked if they have a potential for harm in *this* procedure.
Extra Hazards can be added, assessed and modifed at later stage.
Cancel
Back
Next

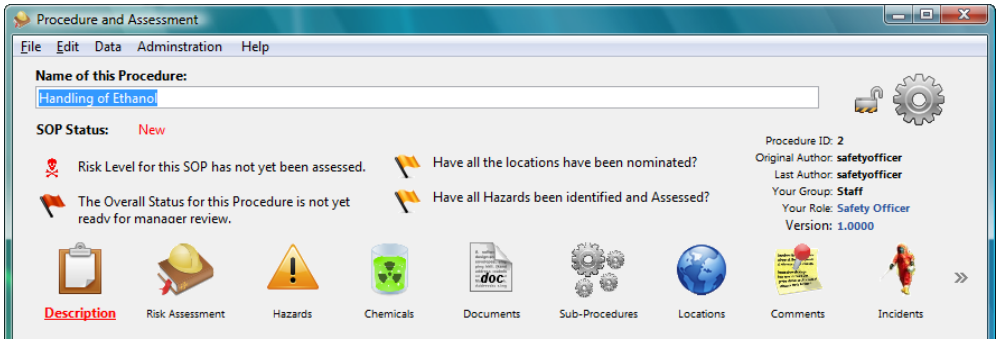
10. When the last question is answered, a completion window tells you that your new procedure is ready to be built. After clicking the Next button the Procedures Detail window will appear for you to make any additional modifications to the Procedure. An example is below. Click the Next button when you are finished.


SOP Wizard
Well Done!
You have completed the bare minimum requirements of an un-approved Procedure. The law states that you must review, monitor and assess this Procedure regularly.
This wizard screen was just designed to get you started. The main SOP page has other details that you may need to consider.
Remember review, monitor and assess this procedure regularly.
Cancel
Back
Next

11. If you had checked the box saying that hazardous chemicals are involved in this procedure, you will be reminded that you need to add these chemicals on the next screen. An example is below. Click the OK button when you are finished.

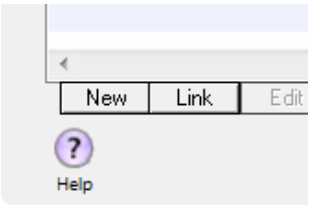


12. You should now be in the general Procedure and Assessment window shown below.

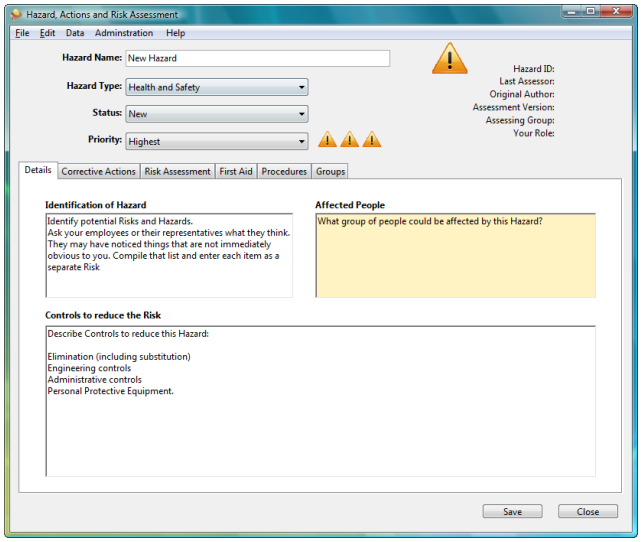


13. Click on the Hazards toolbar item

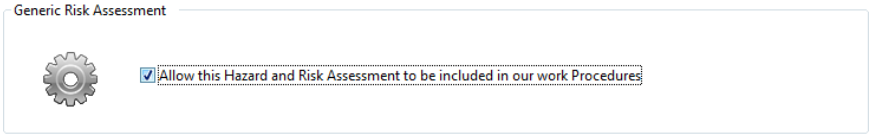
to add hazards to this procedure. Click the New button to create a new Hazard for this Procedure. If Hazards had already been created you could have chosen the Link button to attach an existing Hazard to this Procedure.



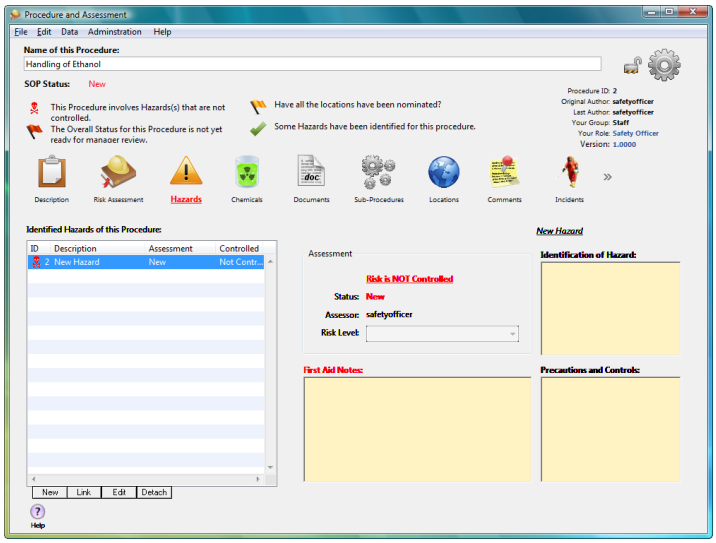
14. In the Hazard Name field type the name "New Hazard" and then click the Risk Assessment tab.



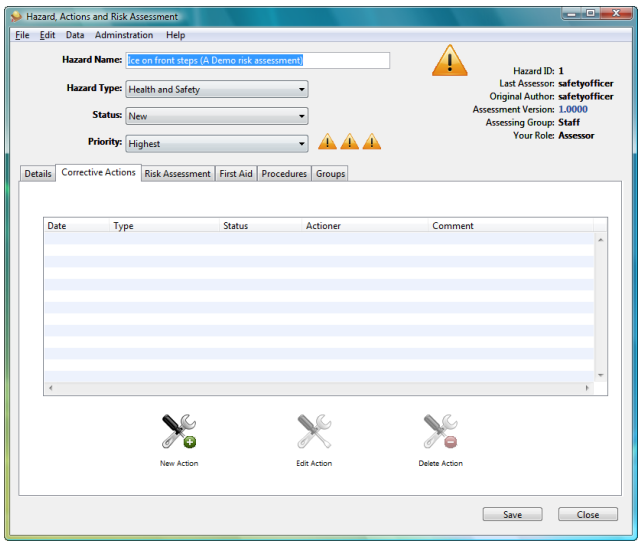
15. In the Risk Assessment panel, check the box at the bottom that allows you to use this Hazard in Procedures. Then click the Save button to save this Hazard and close the window.



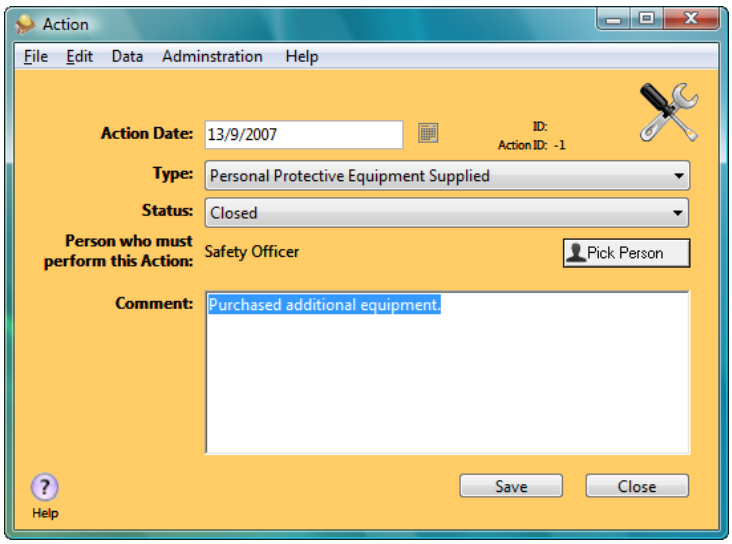
16. You will now see the new Hazard linked to the Procedure. Click on the Hazard name that you just created to see additional information about it next to the list of attached Hazards. Because this Hazard is not yet controlled the Procedure will have warnings about this risky portion of the Procedure. The next few steps will have you assess and control this hazard.



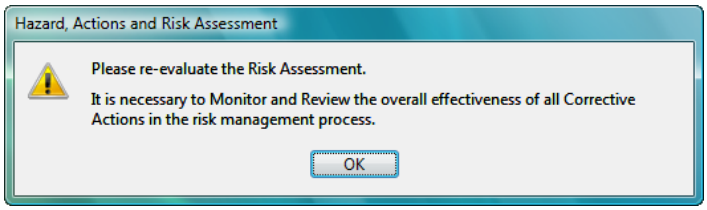
17. Click the Edit button on the lower left portion of the screen to edit the selected Hazard so that we can change it to a controlled hazard.
18. Click the Corrective Actions tab to leave a note on when we corrected this Hazard. You can also assign tasks to others with this panel and plan for tasks that have not yet been done.



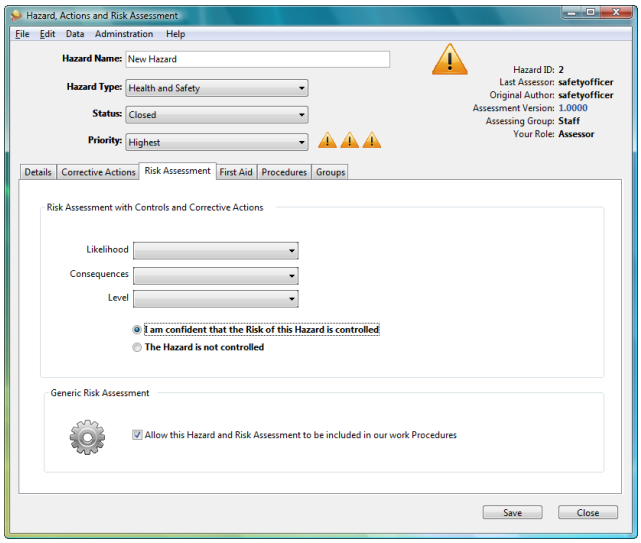
19. Click on the New Action button to add an action to this Hazard.
20. In the Action window that appears, set the Action to "Personal Protective Equipment Supplied", Status to Closed, and add the comment "Purchased additional equipment."



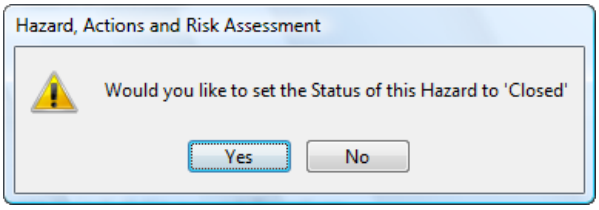
21. When you are finished making changes to the Hazard, click the Save button. Because you have added a corrective action you will be reminded to re-evaluate the Risk Assessment. Click the OK button to return back to the Hazard window.


Hazard, Actions and Risk Assessment
Please re-evaluate the Risk Assessment.
It is necessary to Monitor and Review the overall effectiveness of all Corrective Actions in the risk management process.
OK

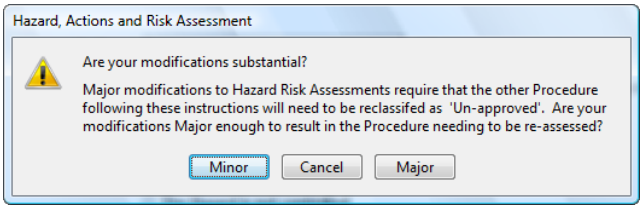
22. Click the Risk Assessment tab.
23. Click the circle next to the words "I am confident that the Risks if this Hazard are controlled". (Normally a full assessment would also include that the Likelihood, Consequences and Level of Risk be assessed.)


Hazard, Actions and Risk Assessment
File Edit Data Adminstration Help
Hazard Name: New Hazard
Hazard Type: Health and Safety
Status: Closed
Priority: Highest
Hazard ID: 2
Last Assessor: safetyofficer
Original Author: safetyofficer
Assessment Version: 1.0000
Assessing Group: Staff
Your Role: Assessor
Details Corrective Actions Risk Assessment First Aid Procedures Groups
Risk Assessment with Controls and Corrective Actions
Likelihood
Consequences
Level
I am confident that the Risk of this Hazard is controlled
The Hazard is not controlled
Generic Risk Assessment
Allow this Hazard and Risk Assessment to be included in our work Procedures
Save
Close

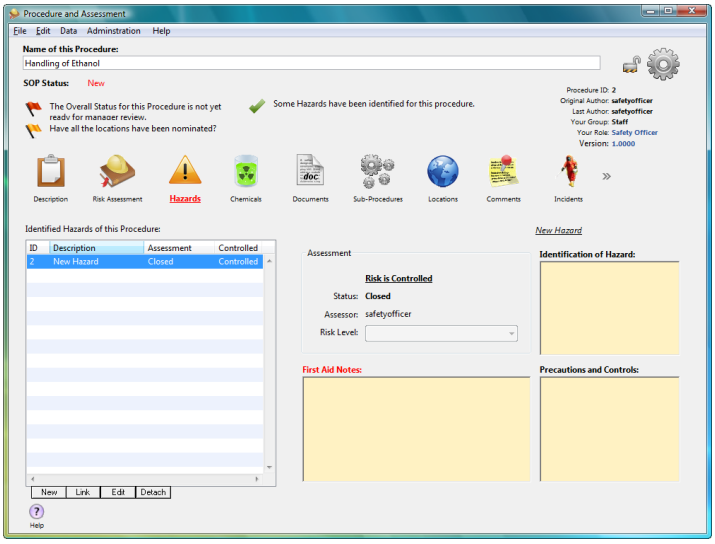
24. When you are prompted with the question "Would you like to set the Status of this Hazard to 'Closed'?" click the Yes button. This will change the Hazard's risk assessment to "Controlled".



25. Click the Save button to save the changes to this Hazard and close the Hazard window. If you are asked if this is a minor or major change, click the Minor button.

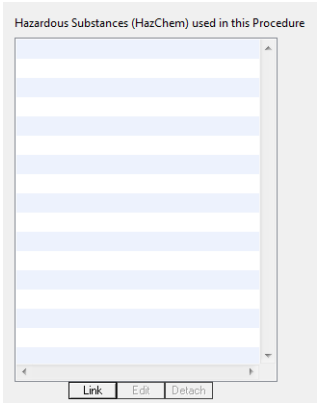

Hazard, Actions and Risk Assessment
Are your modifications substantial?
Major modifications to Hazard Risk Assessments require that the other Procedure following these instructions will need to be reclassifed as 'Un-approved'. Are your modifications Major enough to result in the Procedure needing to be re-assessed?
Minor
Cancel
Major

26. You are now returned to the Procedure and Assessment window where you can see the new status of the linked Hazard by clicking on the Hazard's name in the Hazard list.

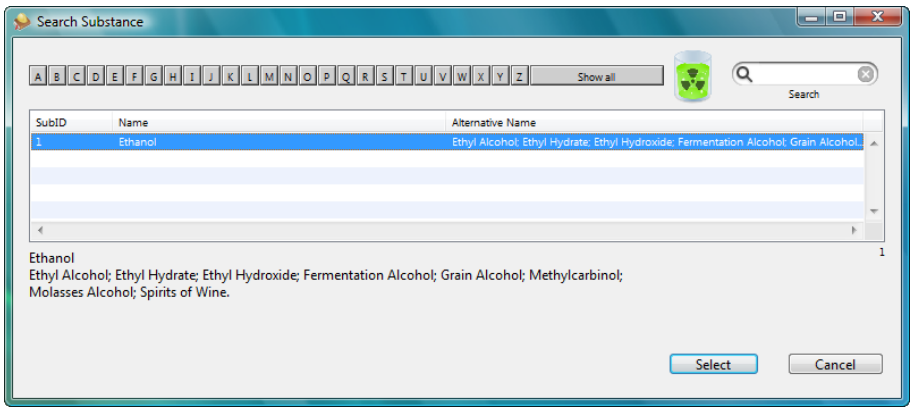


27. Click on the Chemicals toolbar item to add chemicals to this Procedure.

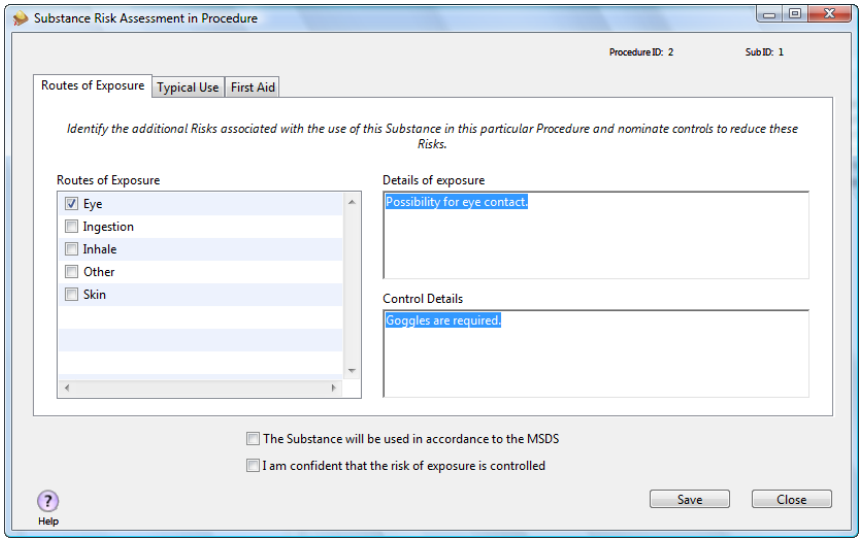
28. Click the Link button on the lower left portion of the screen to add a chemical to this procedure.



29. In the Substance search window, click the E button to list only chemicals that begin with the letter "E".


Search Substance
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Show all
Search
SubID
Name
Alternative Name
1
Ethanol
Ethyl Alcohol; Ethyl Hydrate; Ethyl Hydroxide; Fermentation Alcohol; Grain Alcohol...
1
Ethanol
Ethyl Alcohol; Ethyl Hydrate; Ethyl Hydroxide; Fermentation Alcohol; Grain Alcohol; Methylcarbinol; Molasses Alcohol; Spirits of Wine.
Select
Cancel

30. Click on the substance named Ethanol to highlight it in blue.
31. Click the Select button to add this chemical to the procedure. An additional window will open to allow you to add exposure, typical use and first aid information for this chemical when used for the selected procedure.
32. When the "Substance Risk in Procedure" window opens click "Eye" under the "Routes of Exposure" list.



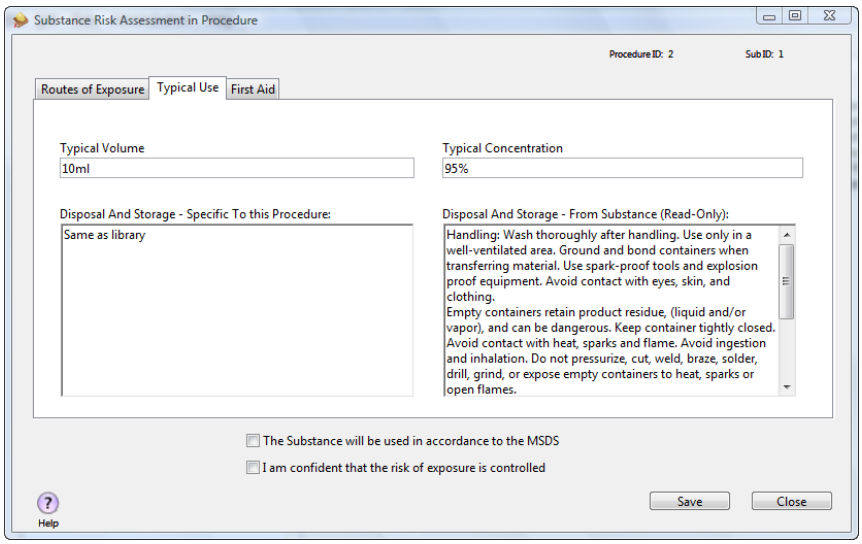
33. In the Details of Exposure field, type in the following text.

```
Possibility for eye contact.
```

34. In the Control Details field, type in the following text.

```
Goggles are required.
```

35. Click the Typical Use tab to start entering information about how the chemical will be used with this particular procedure. Information from the Chemical substance library will be imported on the right but you can add specific use notes for the selected Procedure on the left.


Substance Risk Assessment in Procedure
Procedure ID: 2
Sub ID: 1
Routes of Exposure
Typical Use
First Aid
Typical Volume
10ml
Typical Concentration
95%
Disposal And Storage - Specific To this Procedure:
Same as library
Disposal And Storage - From Substance (Read-Only):
Handling: Wash thoroughly after handling. Use only in a well-ventilated area. Ground and bond containers when transferring material. Use spark-proof tools and explosion proof equipment. Avoid contact with eyes, skin, and clothing.
Empty containers retain product residue, (liquid and/or vapor), and can be dangerous. Keep container tightly closed. Avoid contact with heat, sparks and flame. Avoid ingestion and inhalation. Do not pressurize, cut, weld, braze, solder, drill, grind, or expose empty containers to heat, sparks or open flames.
The Substance will be used in accordance to the MSDS
I am confident that the risk of exposure is controlled
Help
Save
Close

36. In the Typical Volume field, type in the following text.

```
10ml
```

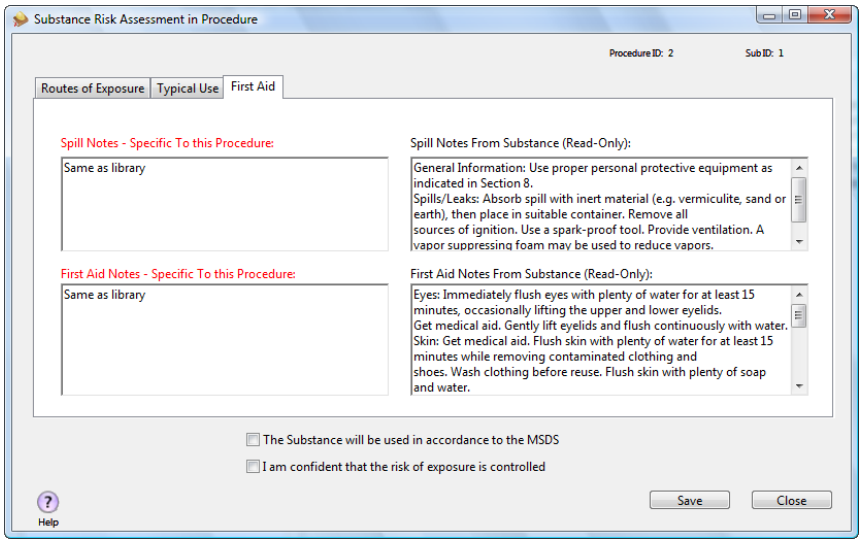
37. In the Typical Concentration field, type in the following text.

```
95%
```

38. In the Disposal And Storage field, type in the following text.

```
Same as library
```

39. Click the First Aid tab to start entering information about how the chemical will be used with this particular procedure. Some information is automatically imported from the chemical substance library.


Substance Risk Assessment in Procedure
Procedure ID: 2
Sub ID: 1
Routes of Exposure
Typical Use
First Aid
Spill Notes - Specific To this Procedure:
Same as library
Spill Notes From Substance (Read-Only):
General Information: Use proper personal protective equipment as indicated in Section 8.
Spills/Leaks: Absorb spill with inert material (e.g. vermiculite, sand or earth), then place in suitable container. Remove all sources of ignition. Use a spark-proof tool. Provide ventilation. A vapor suppressing foam may be used to reduce vapors.
First Aid Notes - Specific To this Procedure:
Same as library
First Aid Notes From Substance (Read-Only):
Eyes: Immediately flush eyes with plenty of water for at least 15 minutes, occasionally lifting the upper and lower eyelids.
Get medical aid. Gently lift eyelids and flush continuously with water.
Skin: Get medical aid. Flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Wash clothing before reuse. Flush skin with plenty of soap and water.
The Substance will be used in accordance to the MSDS
I am confident that the risk of exposure is controlled
Help
Save
Close

40. In the Spill Notes - Specific To This Procedure field, type in the following text.

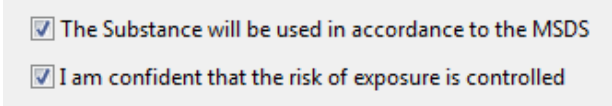
```
Same as library
```

41. In the First Aid Notes - Specific To This Procedure field, type in the following text.

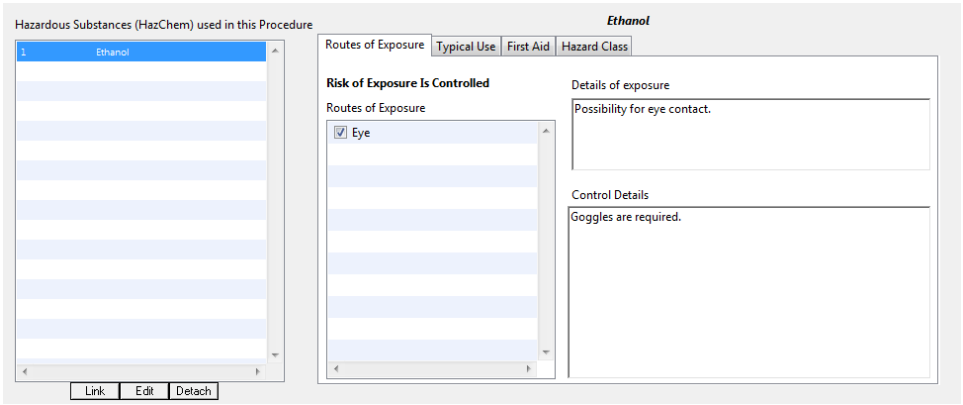
```
Same as library
```

42. Check the box labeled "This Substance will be used in accordance with the MSDS."
43. Check the box labeled "I am confident that the risk of exposure is controlled". This will record the use of this chemical with the selected Procedure as being

controlled. Other Procedures using the same chemical may or may not be using it in a controlled fashion but in this particular use it is indeed controlled.

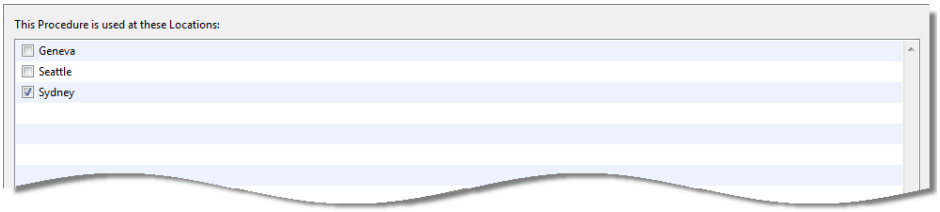


44. Click the Save button to accept this chemical information into the procedure that is being edited. You will then be back at the Procedure and Assessment window where you can see the newly added substance.



45. Click the Locations tab to show the possible locations of this procedure.

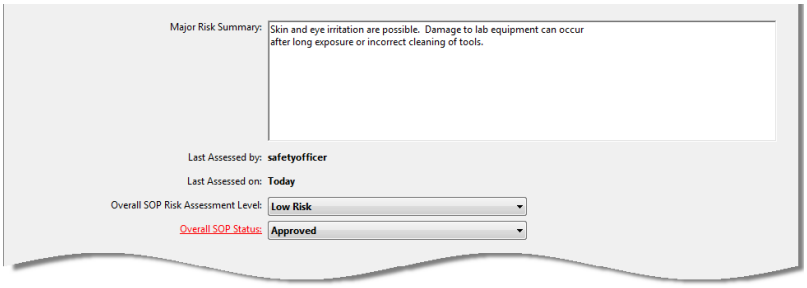
46. In the locations list, check the box named Sydney.



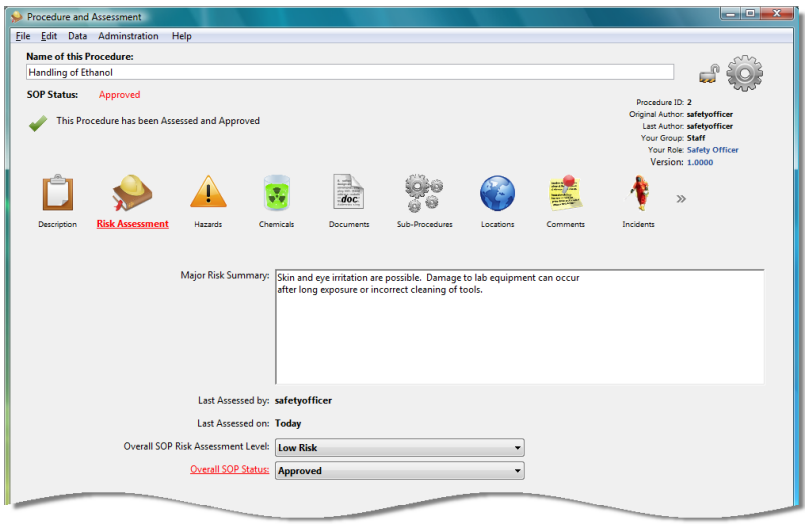
47. Click the Risk Assessment icon.

48. In the Major Risk Summary field, enter in the major risks for the Procedure. Specific Chemical risks and Hazards will be added when Substances and Hazards are added to the Procedure.

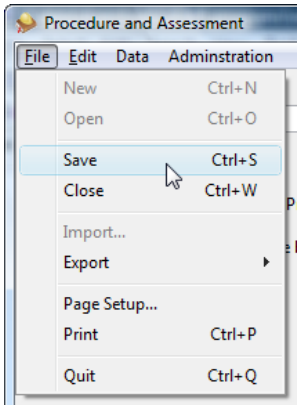
```
Skin and eye irritation are possible.  Damage to lab equipment can occur
after long exposure or incorrect cleaning of tools.
```


Major Risk Summary:
Skin and eye irritation are possible. Damage to lab equipment can occur
after long exposure or incorrect cleaning of tools.
Last Assessed by: safetyofficer
Last Assessed on: Today
Overall SOP Risk Assessment Level: Low Risk
Overall SOP Status: Approved

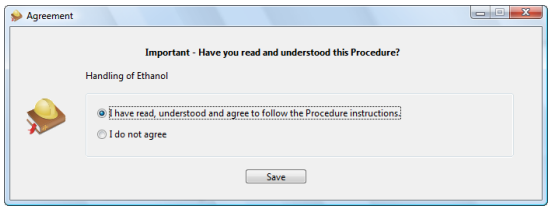
49. Click in the Risk Level field and select the "Low Risk" option (normally risk level will be done at the end of the Procedure after all other information has been entered.)
50. Click in the Overall Assessment Status field and select the "Approved" option.



51. Click the File > Save menu item to save the new Standard Operating Procedure and then click the File > Close menu item to return to the main window.



When asked if you understand and agree with this Procedure select the first option starting "I have read..." and click the Save button.


Agreement
Important - Have you read and understood this Procedure?
Handling of Ethanol
I have read, understood and agree to follow the Procedure instructions.
I do not agree
Save

If there had been a quiz linked to this procedure you would have been asked to take it after agreeing to the Procedure.

Tip

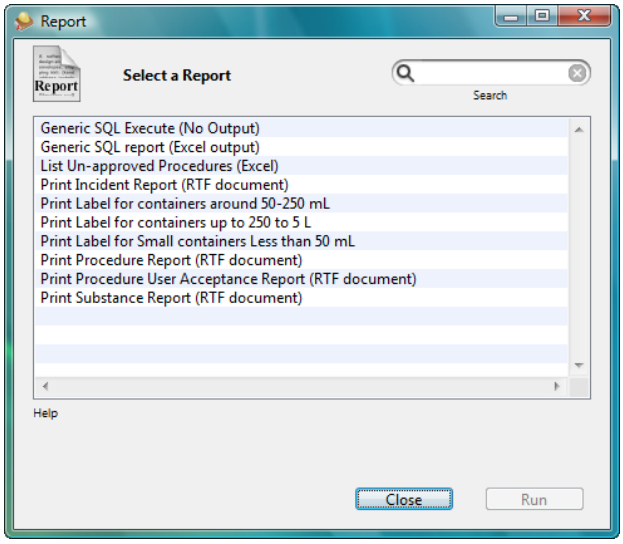
Normally you will save the risk assessment and approval stages until the very end. Preferably these activities will be done by different people to verify that all necessary controls and dangers have been accounted for and clearly communicated.

Additional panels are available for managing your Procedures however this example only introduced you to a few of them.

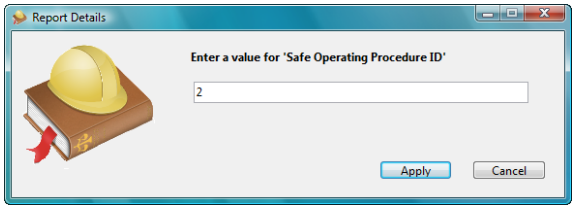
3.5. Print a report

Each user can be authorized to print one or more reports. This walk through will show you how to select and print a preinstalled report. A Safety Officer can print out all reports. For more information on Reports see Section “*Reports*” on page 73.

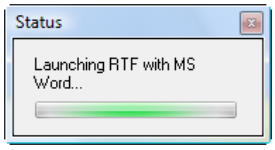
1. Click on the Data text menu at the top of the Risky Business SOS software's main window.
2. Click on Reports item in the drop-down menu box that appears.
3. When the "Report" window appears click on "Print Procedure Report (RTF document)" to highlight it in blue.

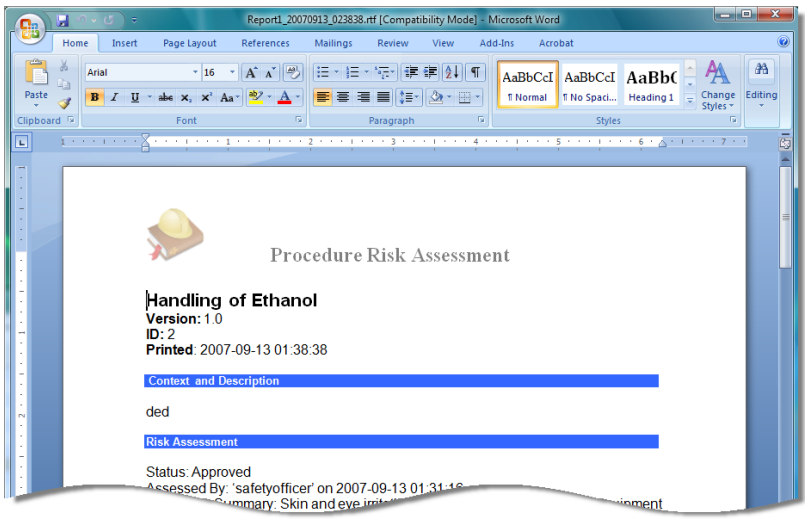

Report
Select a Report
Search
Generic SQL Execute (No Output)
Generic SQL report (Excel output)
List Un-approved Procedures (Excel)
Print Incident Report (RTF document)
Print Label for containers around 50-250 mL
Print Label for containers up to 250 to 5 L
Print Label for Small containers Less than 50 mL
Print Procedure Report (RTF document)
Print Procedure User Acceptance Report (RTF document)
Print Substance Report (RTF document)
Help
Close
Run

4. Click the Run button to run the selected report.
5. When the "Report Details" dialog box appears and asks you to "Enter a value for 'Safe Operating Procedure ID' enter the number "2". Number "1" was the default Procedure already installed with the Risky Business SOS software.



6. Click the Apply button to use the number that you typed above.
7. A "Report" dialog box will appear asking you where you want to save the new Report and offering you a default name for the file. If you have Microsoft Word installed it will be automatically started and you can print immediately from it.





3.6. Scenarios

The following scenarios show sample activities that users will be doing on a regular basis.

3.6.1. Assessor Validates SOP Risk

Once a Procedure has had its overall risk assessed and been approved for release, it will be available for NonTech users and others to review and accept. Here are the steps that a typical Assessor user would use to assess a Procedure's Overall Risk potential. These steps are detailed below.

1. Login
2. Select a Procedure
3. Read the Procedure
4. Summarize the major risk(s) for this Procedure
5. Assess the Risk Level and Approve the Procedure

This scenario assumes that you already have done the following.

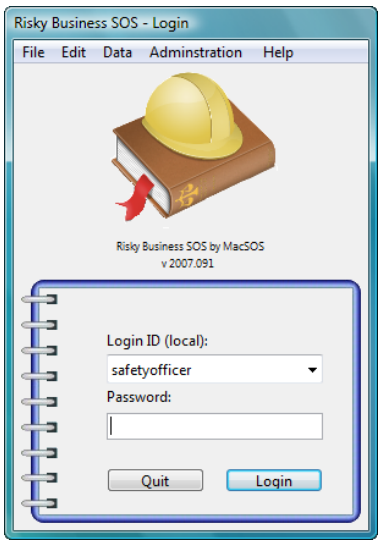
- added a user with the Assessor role (or optionally use the default Safety Officer user account)
- have not yet approved the default procedure

If these have not been done, log in as a Safety Officer (the default account is Safety Officer with a password of "so") and complete the above requirements before continuing with the following steps.

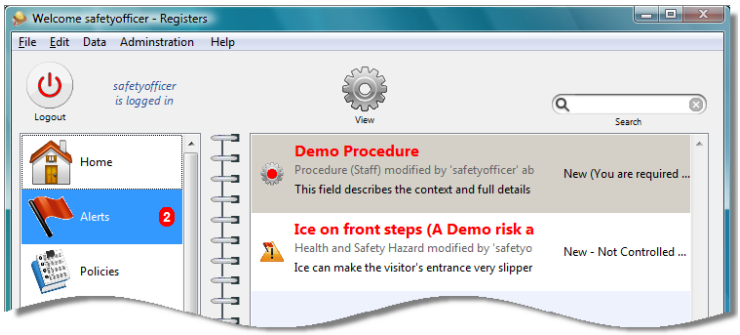
Caution

Don't forget that a Procedure must be Approved by the Safety Officer or Assessor and then Accepted by the NonTechnical and other users to show that they understand the current version.

1. When the Login screen appears, enter in the username and password of the Assessor or Safety Officer User.



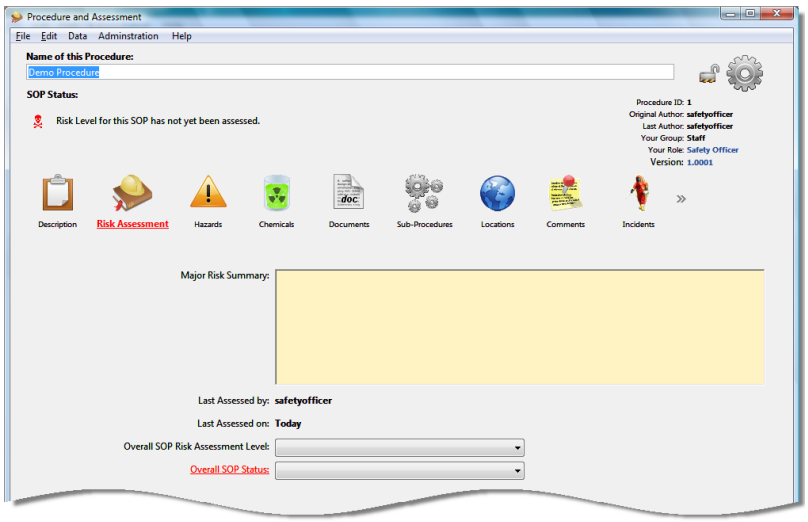
2. Click the Login button to continue.
3. You should arrive at the main window of the Risky Business SOS software and see an Alert list of available Procedures and Hazards that have not been read. If this is the first time that you have run the program or if you are in the demo mode, you should see one preconfigured Procedure called "Demo Procedure". It should also say "New".



Select the "Demo Procedure" by clicking on it with the mouse and then click the Edit button.

Viewing as a Safety Officer will open the Procedure in Edit mode for making changes. Optionally you can double click on the item in the Alert list.

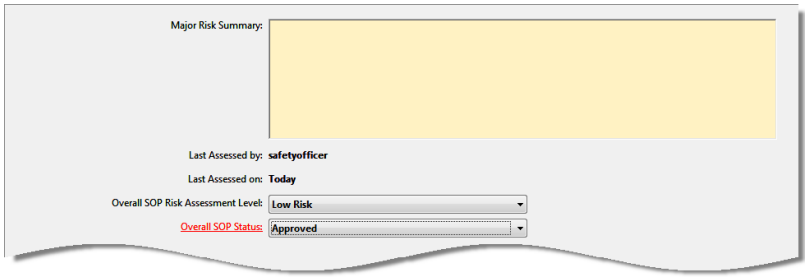
4. You will now be accessing the Procedure as an Assessor or Safety Officer user. Read through each of the items in the graphical menu list, especially the following subjects.
    - **Description**, this details the complete Procedure and all steps that should be followed
    - **Hazards**, this is a list of risks involved in the Procedure, each one has precautions and controls to avoid the risk. Click on each hazard in the list to view details on the right preview panel.
    - **Chemicals**, each chemical involved in the Procedure, including exposure controls, typical use, first aid, and hazard classification. Click on each chemical in the list to see additional information to view details on the right preview panel.



Supporting documents, sub-procedures, locations, custom data and groups also exist in the Procedure description. It is important to also read this information.

5. After reading the Procedure, click on the Risk Assessment menu item to make an overall risk analysis.

   Set the Risk Level to "Low Risk" and set the Overall Assessment status to "Approved".


Major Risk Summary:
Last Assessed by: safetyofficer
Last Assessed on: Today
Overall SOP Risk Assessment Level: Low Risk
Overall SOP Status: Approved

   If you choose "I do not agree" you will be asked to leave a comment explaining why you do not agree. When you are done entering your comment you can click the Save button.

6. When you are finished you can click the Save button and then the Close button.

Tip

Normally you will save the risk assessment and approval stages until the very end. Preferably these activities will be done by different people to verify that all necessary controls and dangers have been accounted for and clearly communicated.

Now the Procedure will be available for other users to read, review, comment on and hopefully accept. At any time the Assessor or the Safety Officer can take a Procedure offline (changing the Status from Approved to any other status). When this occurs the Procedure will not be available to NonTech users for viewing.

Once a Procedure has left the New state, additional changes to the Procedure will be recorded in the version system. For more information on the versioning system see Section “*Version Viewer*” on page 152.

Caution

Setting a Procedure to approved does not mean that it will always remain that way. The Risky Business SOS software uses Smart Link technology to automatically deactivate Procedures when linked Hazards or Chemicals are significantly changed. The next time an Assessor or Safety Officer logs into the software they will see the new status of such Procedures and be prompted to reassess them and take into account the new changes.

3.6.2. NonTech User SOP Acceptance

These are the steps that a typical NonTech user would use to accept a Procedure that has been approved for release. For more information about user acceptance of a Standard Operating Procedure see Section "*SOP Worker Acceptance*" on page 104.

1. Login
2. Select a Procedure
3. Read the Procedure and optionally comment on it
4. Accept or refuse the Procedure
5. Take a Quiz on the Procedure (if one exists)

This scenario assumes that you already have done the following.

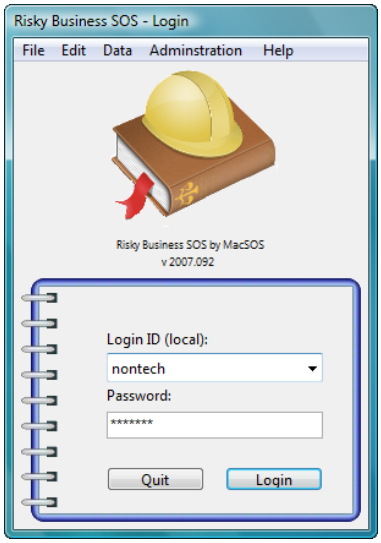
- added a user with the NonTechnical role
- approved the default Procedure called "Demo Procedure"

If these have not been done, log in as a Safety Officer (the default account is SafetyOfficer with a password of "so") and complete the above requirements before continuing with the following steps.

Caution

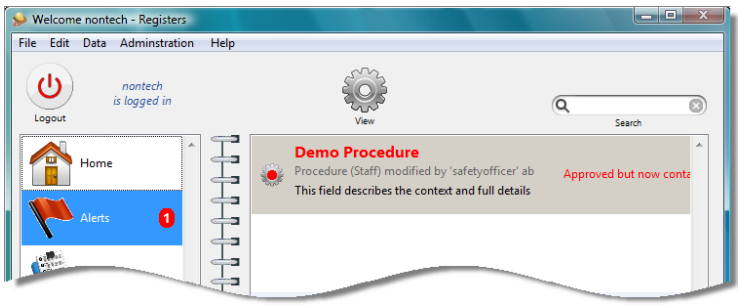
Don't forget that a Procedure must be Approved by the Safety Officer or Assessor and then Accepted by the NonTechnical and other users.

1. When the Login screen appears, enter in the username and password of the NonTechnical User.



2. Click the Login button to continue.
3. You should arrive at the main window of the Risky Business SOS software and see an Alert list of available procedures and hazards that have not been

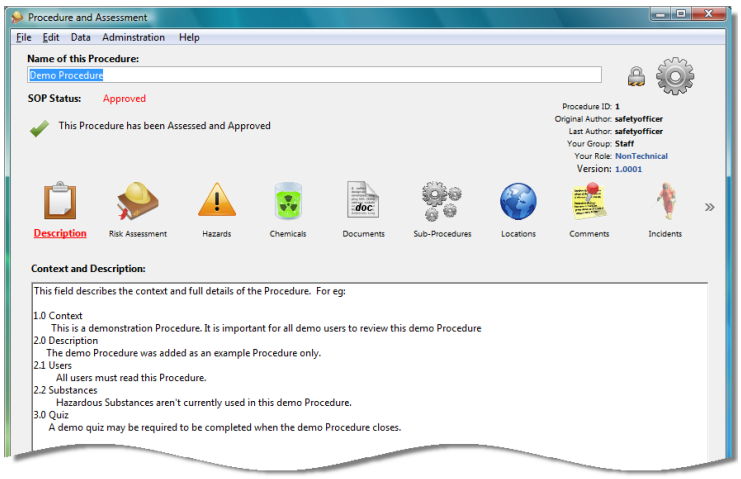
read. If this is the first time that you have run the program or if you are in the demo mode, you should see one preconfigured Procedure called "Demo Procedure". It should also say "Approved", if not then you need to first log in as a Safety Officer or Assessor and approve the Procedure for release.



Select the "Demo Procedure" by clicking on it with the mouse and then click the View or Edit button.

The New, Delete and Print buttons will not be available for a NonTechnical user. Optionally you can double click on an item in the Alert list.

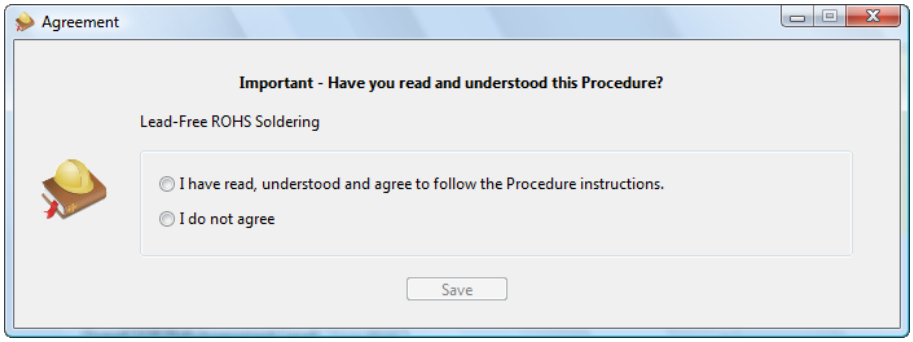
4. You will now be accessing the Procedure as a NonTechnical user that needs to accept or refuse the Procedure contents. Read through each of the items in the graphical menu list, especially the following subjects.
    - **Description**, this details the complete Procedure and all steps that should be followed
    - **Hazards**, this is a list of risks involved in the Procedure, each one has precautions and controls to avoid the Hazard. Click on each risk in the list.
    - **Chemicals**, each chemical involved in the Procedure, including exposure controls, typical use, first aid, and hazard classification. Click on each chemical in the list.


Procedure and Assessment
File Edit Data Adminstration Help
Name of this Procedure:
Demo Procedure
SOP Status: Approved
This Procedure has been Assessed and Approved
Procedure ID: 1
Original Author: safetyofficer
Last Author: safetyofficer
Your Group: Staff
Your Role: NonTechnical
Version: 1.0001
Description
Risk Assessment
Hazards
Chemicals
Documents
Sub-Procedures
Locations
Comments
Incidents
Context and Description:
This field describes the context and full details of the Procedure. For eg:
1.0 Context
This is a demonstration Procedure. It is important for all demo users to review this demo Procedure
2.0 Description
The demo Procedure was added as an example Procedure only.
2.1 Users
All users must read this Procedure.
2.2 Substances
Hazardous Substances aren't currently used in this demo Procedure.
3.0 Quiz
A demo quiz may be required to be completed when the demo Procedure closes.

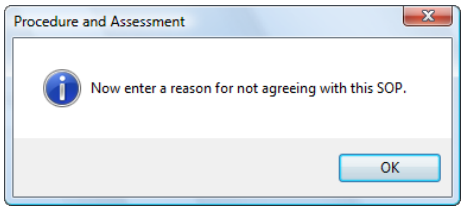
Supporting documents, sub-procedures, locations, custom data and groups also exist in the Procedure description. It is important to also read this information.

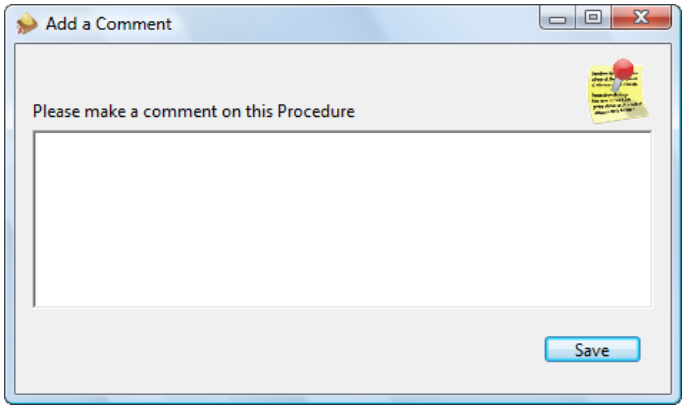
5. After reading the Procedure, you can either leave comments by clicking on the Comment button and then add a comment or goto the Agreement dialog box by clicking the Close menu item from the File menu. If you choose "I have read, understood, and agree to the Procedure" you are done accepting the Procedure and you will be returned to the Procedure Overview window.

After the user has agreed once to the Procedure they will not be prompted to agree again until a Major change has occurred in the Procedure.

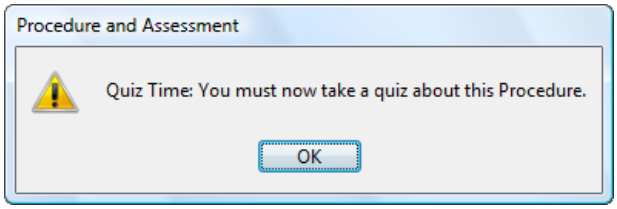

Agreement
Important - Have you read and understood this Procedure?
Lead-Free ROHS Soldering
I have read, understood and agree to follow the Procedure instructions.
I do not agree
Save

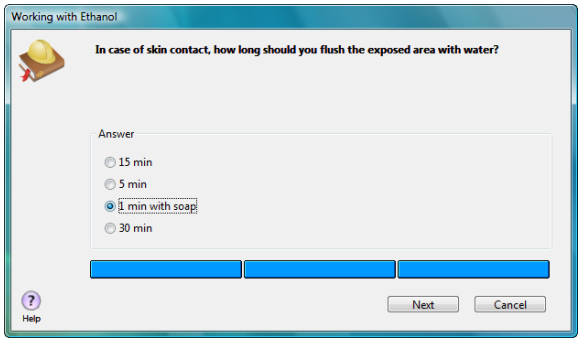
If you choose "I do not agree" you will be asked to leave a comment explaining why you do not agree. When you are done entering your comment you can click the Save button.



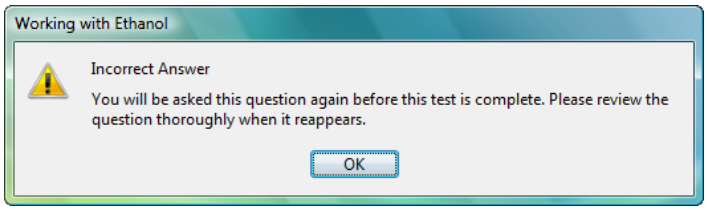


6. If a quiz has been associated with the selected Procedure, then the user will be prompted to take the quiz when they Agree or Disagree with a Procedure.





If any answer is incorrect, the user will be required to keep going through the Quiz until they get all of the answers correct. The quiz can be cancelled at any time by clicking the Cancel button.


Working with Ethanol
Incorrect Answer
You will be asked this question again before this test is complete. Please review the question thoroughly when it reappears.
OK

Correctly answered Quizzes will be recorded under the user record in the Administrative window.

3.6.3. Create A New Incident

Incidents are typically accidents related to a selected Procedure but they can also be independent of a Procedure. Here are the steps that a Safety Officer would use to create a new Incident report for a specific Procedure. Each Incident can contain one or more users. Optionally, Incidents can be created that are not associated with an existing Procedure. This allows for managing any type of accidents related to the business with the Risky Business SOS software.

For more information on Incident management see Section “*Incident Management*” on page 107.

These steps are detailed below.

1. Login
2. Select a Procedure to edit
3. Add an Incident
4. Include Details
5. Include Employees
6. For each Employee include User Incident Details such as Injury, User description, associated files/ images and notes
7. Optionally add an Investigator and Notes
8. Make a recommendation to minimize this risk for the future

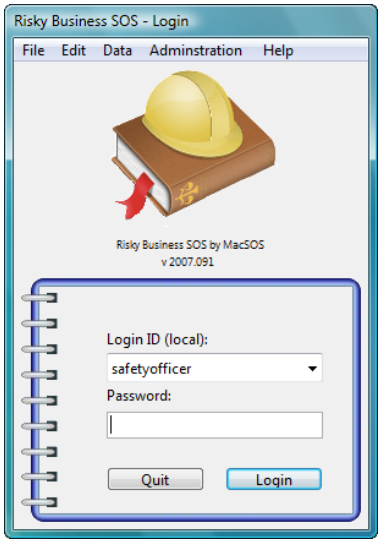
This scenario assumes that you already have done the following.

- you have the Demo Procedure still installed, otherwise create a new Procedure to use for this example

- you have added some sample users to have unfortunate incidents, a Safety Officer cannot include themselves in an Incident

If these have not been done, log in as a Safety Officer (the default account is SafetyOfficer with a password of "so") and complete the above requirements before continuing with the following steps.

1. When the Login screen appears, enter in the username of "SafetyOfficer" which is created during the installation of the software.

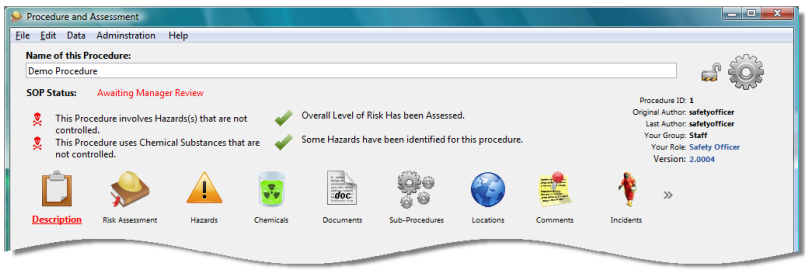


2. Click the Login button to continue.
3. You should arrive at the main window of the Risky Business SOS software and see an Alerts list of available procedures and hazards that have not been read or require approval. Click on the Procedures tab.

   If this is the first time that you have run the program or if you are in the demo mode, you should see one preconfigured Procedure called "Demo Procedure".

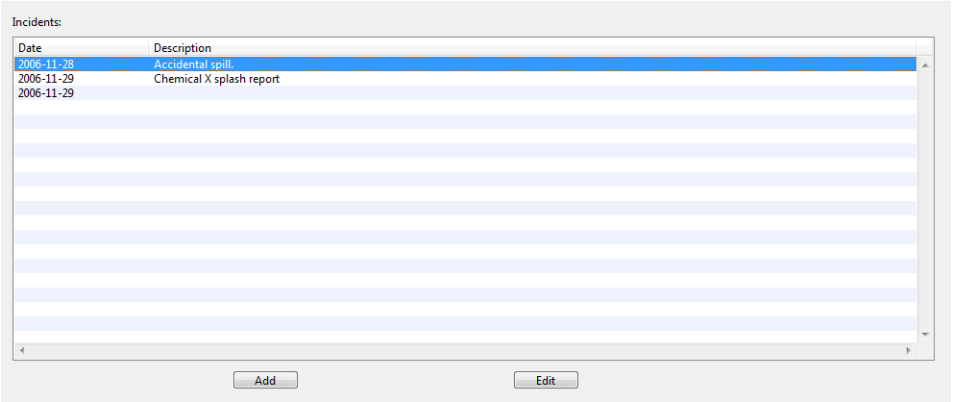
   Select the "Demo Procedure" by clicking on it with the mouse and then click the Edit button.

4. You should arrive at the Procedure and Assessment window for the selected Procedure. (Note, a Procedure should be approved for risk management before the procedure is used.)



Click the Incident button to see the Incident Panel.

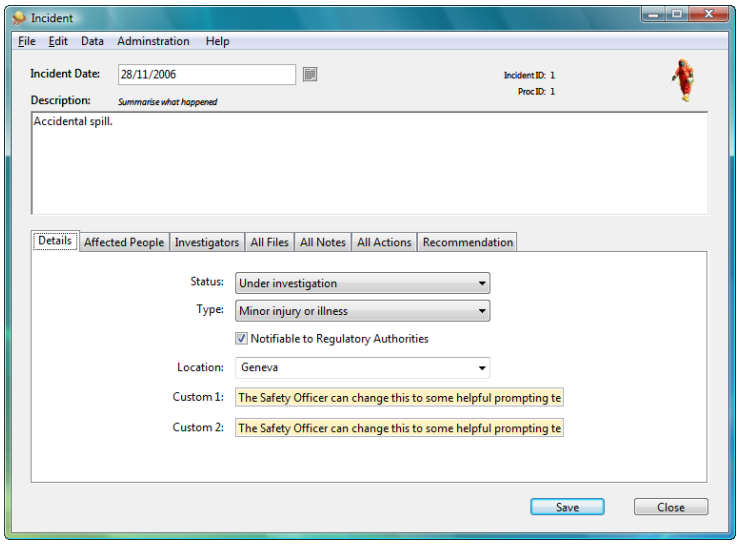
5. Click the Add button to create a new Incident for the selected Procedure.



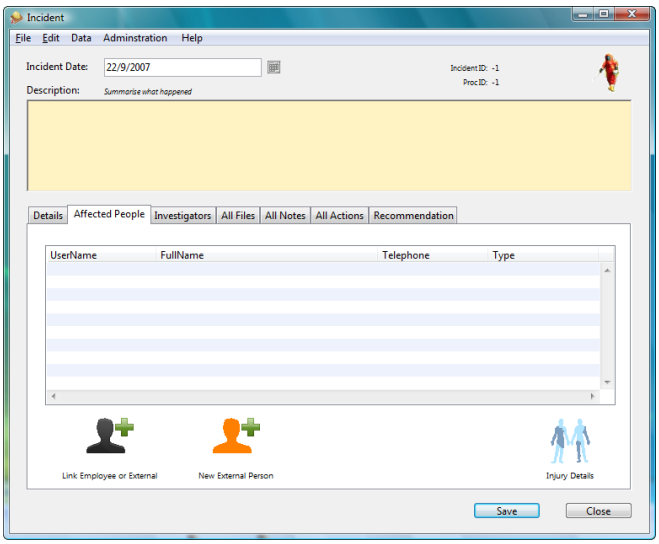
6. In the Incident Window, enter in the date of the Incident and a description of the Incident as follows "Splash of Substance X in research lab."

   Include any non-employee statements and contact details. Additionally choose the following settings for the data fields below.

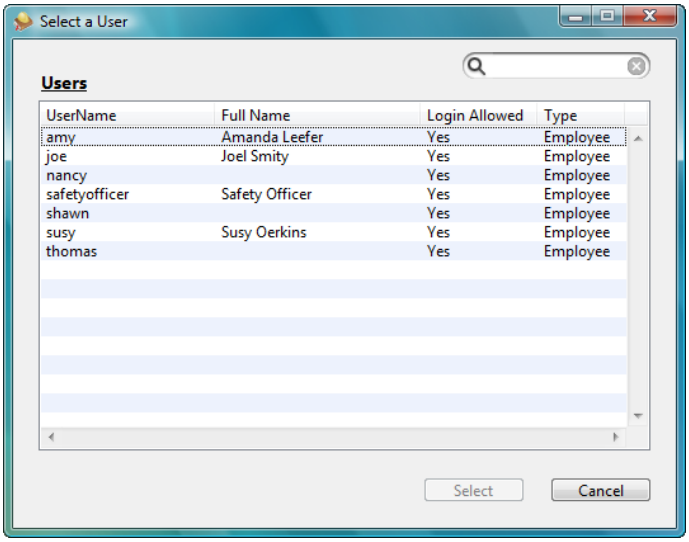
   - Status: select "New"
   - Type: select "Near miss..."
   - Location: select "Sydney"
   - Optionally put additional details in the Custom 1 and Custom 2 fields.



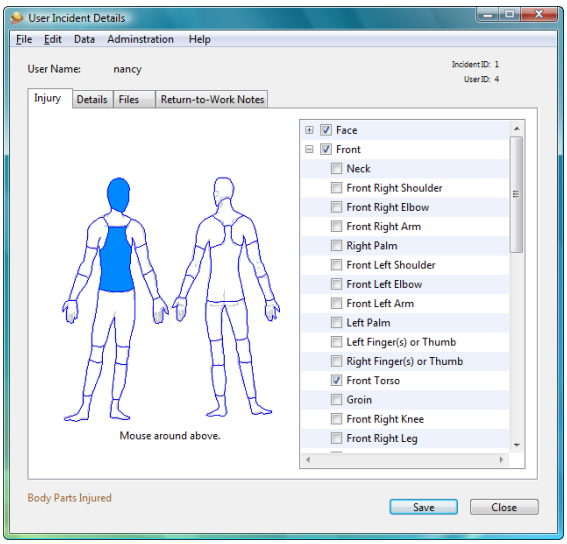
7. Click on the Affected Employees tab to see the employee panel.



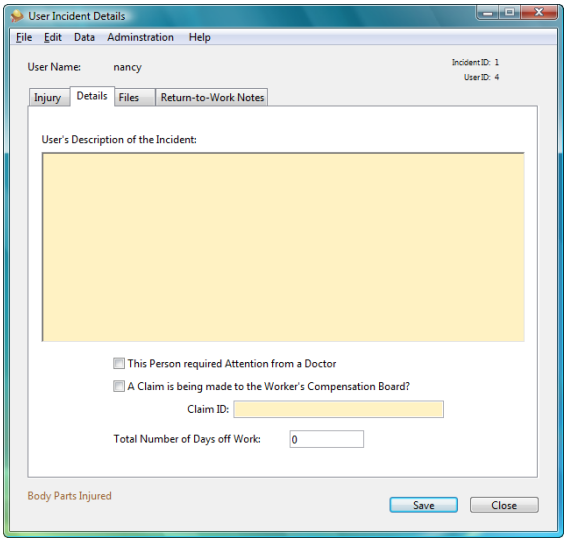
8. Click on the Link Employee or External button to see the list of users that can be included in an Incident report.



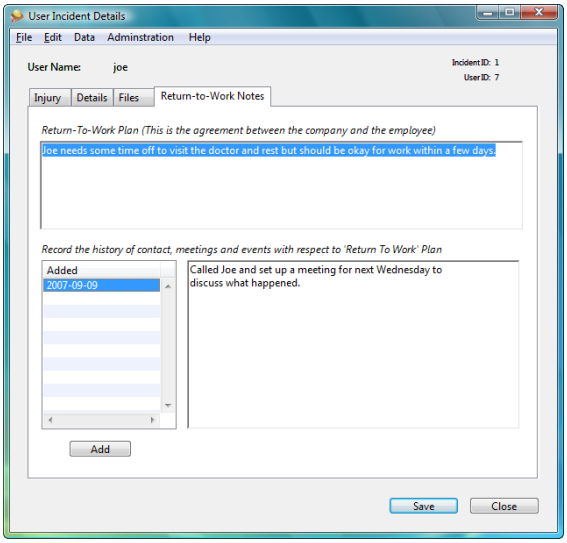
9. Select the user by clicking on their name and then click the Select button to add this person to the Incident report. After adding the name, the Injury details window will then automatically open.
10. Click on the location of injuries for the selected user using either the graphic images or the list of body parts. In this example click on the Face and the Front Torso.



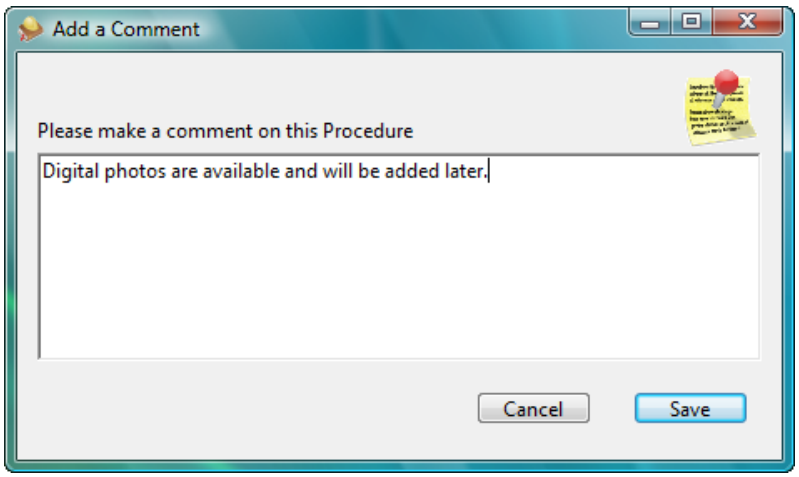
11. Click on the Details tab to enter in the user's description of the Incident. In this example enter in the text "Overheating of liquid caused a splash."


User Incident Details
File Edit Data Adminstration Help
User Name: nancy
Incident ID: 1
User ID: 4
Injury Details Files Return-to-Work Notes
User's Description of the Incident:
This Person required Attention from a Doctor
A Claim is being made to the Worker's Compensation Board?
Claim ID:
Total Number of Days off Work: 0
Body Parts Injured
Save
Close

12. Click on the Return-To-Work Notes tab to see the Notes panel.

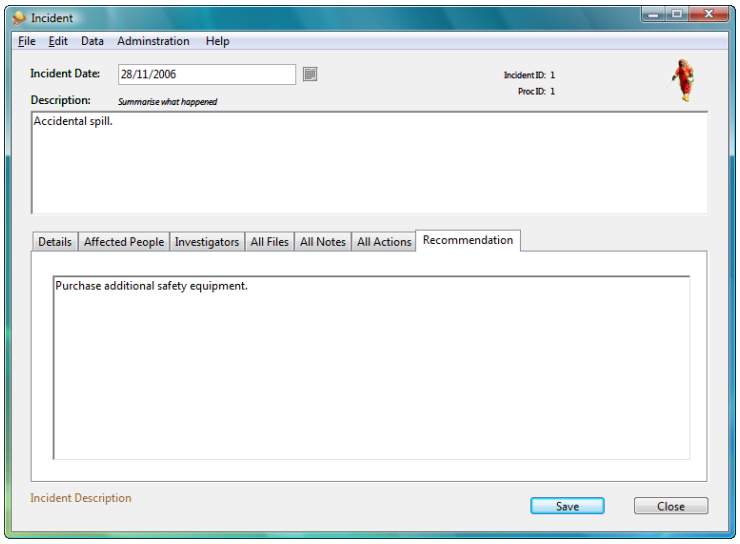

User Incident Details
File Edit Data Adminstration Help
User Name: joe
Incident ID: 1
User ID: 7
Injury Details Files Return-to-Work Notes
Return-To-Work Plan (This is the agreement between the company and the employee)
Joe needs some time off to visit the doctor and rest but should be okay for work within a few days.
Record the history of contact, meetings and events with respect to 'Return To Work' Plan
Added
2007-09-09
Called Joe and set up a meeting for next Wednesday to discuss what happened.
Add
Save
Close

13. Next click on the Add button of the Note panel to add the following note "Digital photos are available and will be added later." When you are done click the Save button.

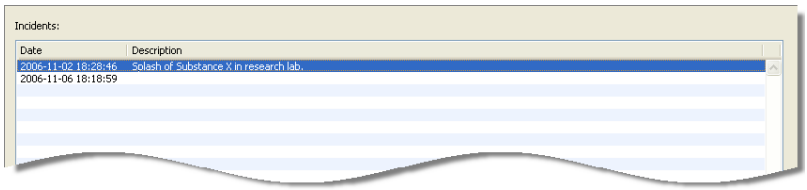


14. You should be back in the User Incident Details panel. Click Save again to save the User Details for the selected Procedure report.
15. Click on the Recommendation tab to see the Recommendation panel of the Incident report. Enter in the following example text as a recommendation of a way to minimize the chance risk and injury in the future.

```
Users need additional training in dealing with the substance.
```



16. Click the Save button again to save the changes to the Procedure.



4

Chapter 4
Getting Started

This chapter will go through each of the main setup windows and panels of the Risky Business SOS software and describe their main features. The Chapter 5: “*Getting Down To Business*” on page 92 will present the windows that will be used on a regular basis. For examples of using these screens read the Chapter 3: “*Quick Start*” on page 28 for walk-through examples. Additional information on the workflow for the entire software can be found in Section “*Workflow*” on page 140.

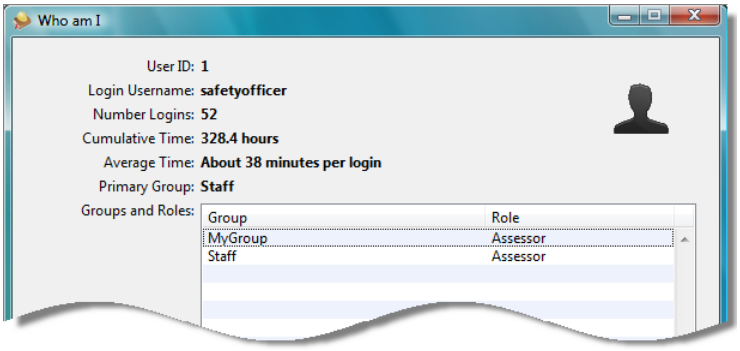
4.1. Main Window

The main window allows the user to browse through the different registers and data of the Risky Business SOS installation. Access to features in this window is based on the user's login rights. If there are any Alerts when the user completes a login, then the first panel that they see will be the Alerts Browser. Otherwise the Home menu showing the workflow will be presented. The user can select to browse other registries by clicking on them in the left list.

Figure 4.1. Main Overview

Items on any of the browser/ register windows that require attention have a red flag to distinguish them as requiring attention. In the case of Procedures, a red circle will be added when the Procedure requires attention.

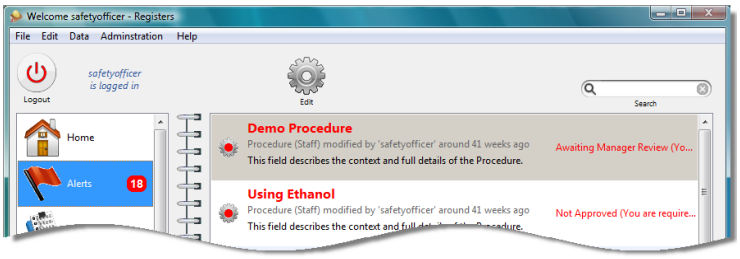
From the main window, a user can click on their name next to the Login button and see details on their user account within the Risky Business SOS software.



4.1.1. Alerts Browser

The Alerts Browser panel shows an active list of activities needing to be completed. For example, new Procedures, new Incidents, new Hazards, new Chemicals and new Policies that need to be assessed or viewed will be listed here. This allows a Safety Officer to immediately see their tasks at hand as well as showing a NonTechnical user Policies and Procedures that have been assessed or changed.

Figure 4.2. Alerts Browser


Welcome safetyofficer - Registers
File Edit Data Adminstration Help
Logout
safetyofficer is logged in
Edit
Search
Home
Alerts 18
Demo Procedure
Procedure (Staff) modified by 'safetyofficer' around 41 weeks ago
This field describes the context and full details of the Procedure.
Awaiting Manager Review (Yo...
Using Ethanol
Procedure (Staff) modified by 'safetyofficer' around 41 weeks ago
Not Approved (You are require...

Double clicking on the alert in this list will open a new window to view or edit the item according to the user's login rights. Right clicking (CTRL + click on in MacOS) on the item will show a contextual menu to quickly choose a desired activity such as viewing, printing, or exporting the selected alert item.

Note

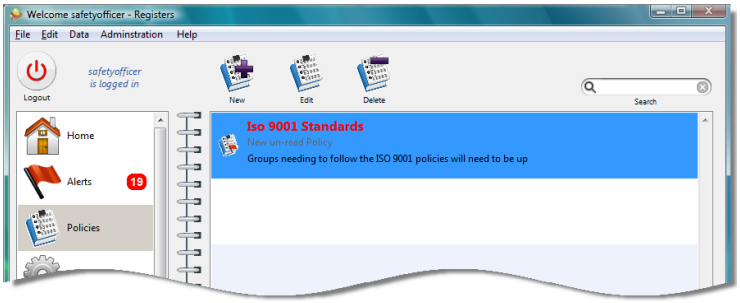
Although items will disappear from this list as they are read or assessed, the items will still be available in the list of their proper category.

4.1.2. Policy Browser

The Policy Browser panel is available for quick access to all Policies and is accessed by clicking on the Policy icon of the Main Window. This list allows you to browse all known Policies and see when they were last modified. The menu at the top of the panel will change according to the current user login rights.

Users can either click a Policy and choose a menu item above the list, double click on a Policy to view or edit it according to the user rights, or right click (CTRL + click on in MacOS) a Policy to show a contextual menu to quickly choose a desired activity such as viewing, printing, or creating a new Policy.

Figure 4.3. Policy Browser



Information on other Policy features can be found in Section “*Policies*” on page 132. Information on the workflow around policies can be found in Section “*Policies*” on page 142.

4.1.3. Procedures Browser

The Procedures Browser panel is available for quick access to all Procedures and is accessed by clicking on the Procedure icon of the Main Window. This list allows you to browse all known Procedures and see their assessment status and when they were last modified. The menu at the top of the panel will change according to the current user login rights.

Users can either click a Procedure and choose a menu item above the list, double click on a Procedure to view or edit it according to the user rights, or right click (CTRL + click on in

MacOS) a Procedure to show a contextual menu to quickly choose a desired activity such as viewing, printing, exporting or creating a new Procedure.

Figure 4.4. Procedures Browser

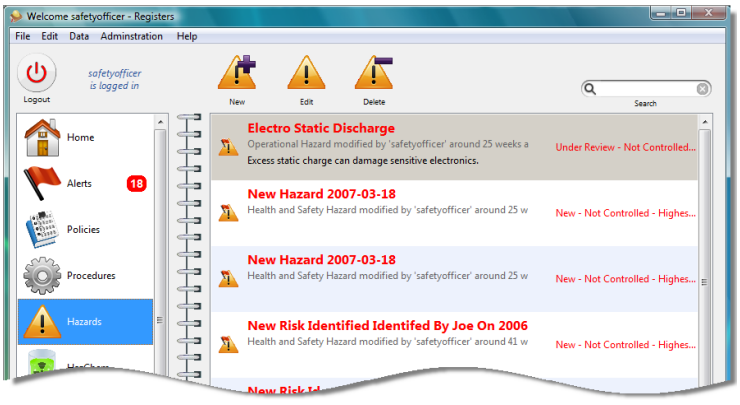
Information on other Procedure features can be found in Section "*Making And Approving SOPs*" on page 92 Information on the workflow around Procedures can be found in Section "*Procedures*" on page 141.

4.1.4. Hazards Browser

The Hazards Browser panel is available for quick access to all Hazards and is accessed by clicking on the Hazard icon of the Main Window. This list allows you to browse all known Hazards and see their assessment status and when they were last modified. The menu at the top of the panel will change according to the current user login rights.

Users can either click a Hazard and choose a menu item above the list, double click on a Hazard to view or edit it according to the user rights, or right click (CTRL + click on in MacOS) a Hazard to show a contextual menu to quickly choose a desired activity such as viewing, printing or creating a new Hazard.

Figure 4.5. Hazards Browser


Welcome safetyofficer - Registers
File Edit Data Adminstration Help
Logout
safetyofficer is logged in
New
Edit
Delete
Search
Home
Alerts
18
Policies
Procedures
Hazards
Electro Static Discharge
Operational Hazard modified by 'safetyofficer' around 25 weeks a
Excess static charge can damage sensitive electronics.
Under Review - Not Controlled...
New Hazard 2007-03-18
Health and Safety Hazard modified by 'safetyofficer' around 25 w
New - Not Controlled - Highes...
New Hazard 2007-03-18
Health and Safety Hazard modified by 'safetyofficer' around 25 w
New - Not Controlled - Highes...
New Risk Identified Identifed By Joe On 2006
Health and Safety Hazard modified by 'safetyofficer' around 41 w
New - Not Controlled - Highes...

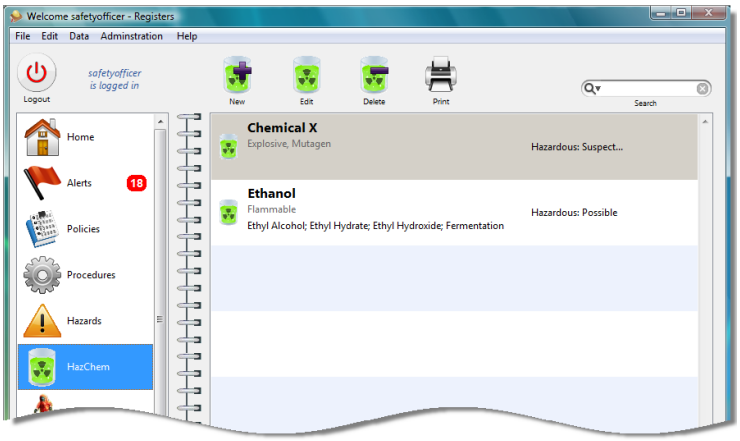
Information on other Hazards features can be found in Section "*Hazard Management*" on page 116. Information on the workflow around Hazards can be found in Section "*Hazards*" on page 141.

4.1.5. HazChem Browser

The HazChem Browser panel is available for quick access to all Hazardous Chemicals and is accessed by clicking on the HazChem icon of the Main Window. This list allows you to browse all known Hazardous Chemicals and see their Hazard Category and their Hazardous Rating. The menu at the top of the panel will change according to the current user login rights.

Users can either click a Hazardous Chemical and choose a menu item above the list, double click on a Hazardous Chemical to view or edit it according to the user rights, or right click (CTRL + click on in MacOS) a Hazardous Chemical to show a contextual menu to quickly choose a desired activity such as viewing, printing, exporting or creating a new Hazardous Chemical.

Figure 4.6. HazChem Browser



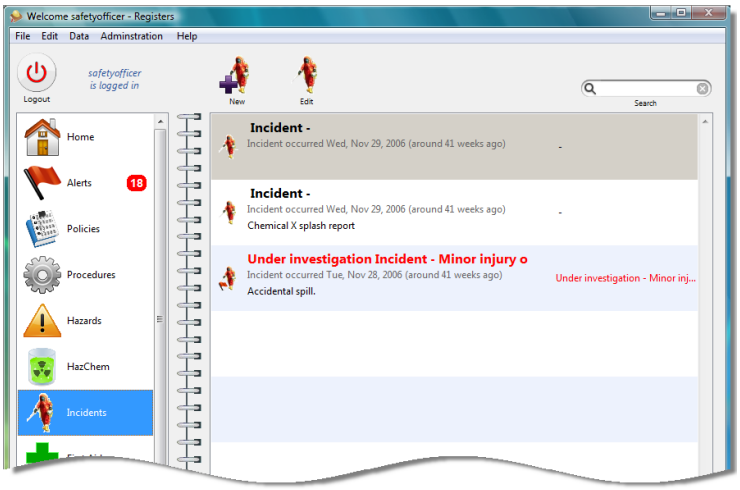
Information on other Hazardous Chemical features can be found in Section "*Substances Library*" on page 125. Information on using Hazardous Chemicals in Procedures can be found in Section "*Chemicals*" on page 96. Information on the workflow around Hazardous Chemicals can be found in Section "*Hazardous Substances*" on page 142.

4.1.6. Incident Browser

All Incidents can be viewed from the Main window by a user with sufficient privileges. Users without Incident viewing privileges (such as all NonTech users) will not have this item in their Main Window menu list and cannot otherwise access Incident information. This list of Incidents allows you to browse all recorded Incidents and see what their status is. More information on Incident Management can be found in Section "*Incident Management*" on page 107.

Users can either click an Incident and choose a menu item above the list, double click on an Incident to view or edit it according to the user rights, or right click (CTRL + click on in MacOS) an Incident to show a contextual menu to quickly choose a desired activity such as viewing, printing or creating a new Incident.

Figure 4.7. Incident Browser



Caution

Creating a new Incident from this window will create an Incident that is independent of any Procedure. If you wish the Incident to be linked to a Procedure then you must first open the selected Procedure and create the Incident inside the Procedure and Assessment window.

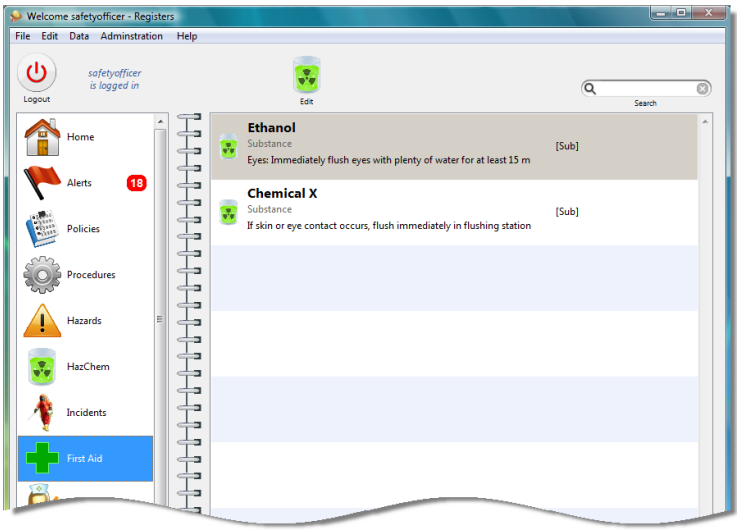
Information on other Incident features can be found in Section "*Incident Management*" on page 107. Information on the workflow around Incidents can be found in Section "*Incidents*" on page 142. Information on using Incidents with a Procedure can be found in Section "*Incidents*" on page 103.

4.1.7. First Aid Browser

A First Aid browser is available for quick access to First Aid information stored with all Hazardous Chemicals. This list allows you to browse all Chemical First Aid procedures. First Aid information can be edited by first clicking on one of the First Aid procedures in the list and then clicking the Edit button at the bottom of the window.

Users can either click a Hazardous Chemical and choose a menu item above the list, double click on a Hazardous Chemical to view or edit it according to the user rights, or right click (CTRL + click on in MacOS) a Hazardous Chemical to show a contextual menu to quickly choose a desired activity such as viewing or printing First Aid information.

Figure 4.8. First Aid Overview



Important

This First Aid information is general safety information for the Hazardous Chemical itself. It does not include special First Aid notes particular to any Procedure. If an Incident or accident occurs where you need First Aid information, go to the Procedure which was being followed to get the most accurate First Aid control details.

New First Aid information can be created when a new Hazardous Substance is added to Risky Business SOS or in a selected procedure when an existing chemical is linked to the Procedure.

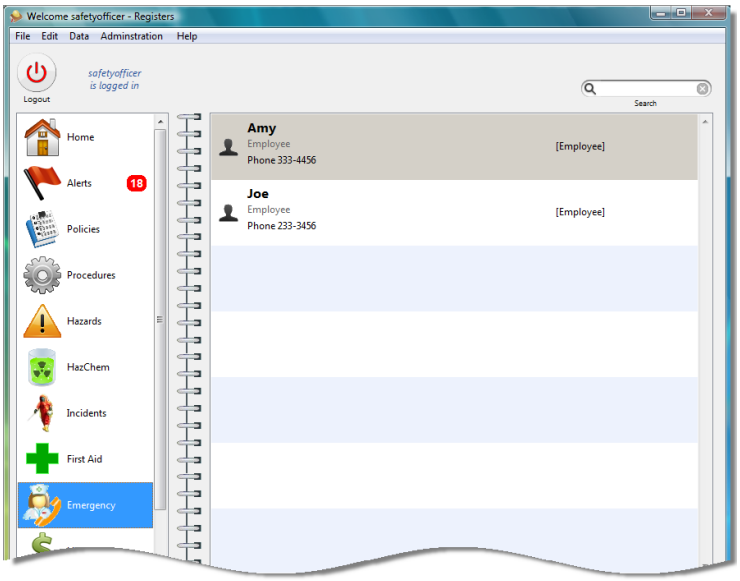
Information on Procedure specific First Aid can be found in Section "*First Aid*" on page 99. Information on Substance specific First Aid can be found in Section "*First Aid*" on page 127.

Information on Hazard specific First Aid can be found in Section “*First Aid Panel*” on page 124.

4.1.8. Emergency Browser

The Emergency Browser is available for quick access to phone numbers of Users with First Aid training and External Contacts that are Doctors or Approved Medical Specialists (AMS). This information can be edited under the Administration > Users menu item. This information is available for viewing by all users.

Figure 4.9. Emergency Browser



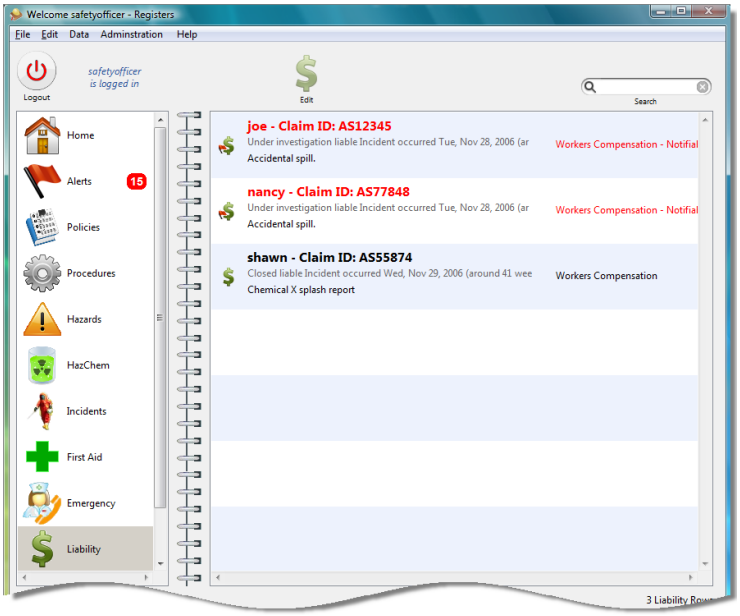
Information on editing users can be found in Section “*Editing Users*” on page 65.

4.1.9. Liability Browser

The Liability browser is available for quick access to Incidents that can cause Liability for the organization. These are any Incidents which have Affected People linked to the Incident and has one or more of those people making a claim to the Worker's Compensation Board. Each user making a claim will have the User's name and Claim ID number listed in the Liability Browser.

Users can either click a Liability and choose a menu item above the list, double click on a Liability to view or edit it according to the user rights, or right click (CTRL + click on in MacOS) a Liability to show a contextual menu to quickly choose a desired activity such as viewing the Incident where the Liability occurs.

Figure 4.10. Liability Browser



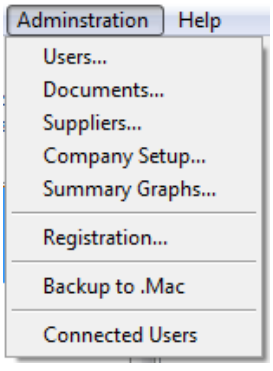
Note

Only the Safety Officer can access the Liability Browser.

Information on other Incident features can be found in Section "*Incident Management*" on page 107.

4.2. Administration Window

The Administrative window is where you will add, edit and delete users, groups, locations, reports, database configuration and external contacts. These are the people, places and reports that work around the Standard Operating Procedures that you have defined. This window is accessible from Administration > Users.



The Users tab will be the first of the 6 tabs that you will see. Each tab will show a list of pre-existing users, locations, groups, reports, server, and external contacts. Each tab will offer you the option to Add, Delete or Edit the items listed in its panel.

4.2.1. Users

Users are anyone involved in the use or risk assessment of the dangerous chemicals in your company. Commonly these are employees in your company but they might also be

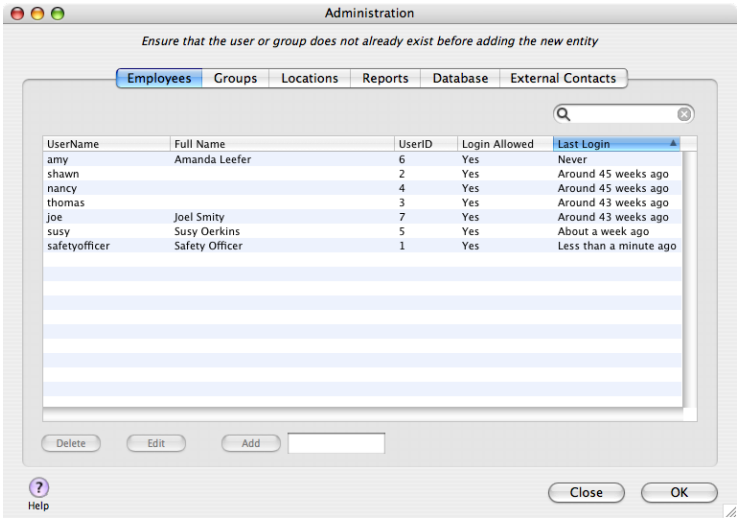
external consultants. Additional information on User Roles can be found in Section "*User Roles*" on page 136.

Users can be created with different access rights to the software and be placed into specific groups or locations according to your business needs. For example, your existing managerial or procedural group structure can be recreated in the software's Group categories.

Important

By default Procedures and Policies will be offered only to the primary group of the Safety Officer that created them. It is possible in the Procedure or Policies windows to add additional Groups. This means that Procedures or Policies made in one group will only be visible to users that are assigned to the same group unless additional groups have been linked it.

Figure 4.11. Administration User Window



4.2.1.1. Editing Users

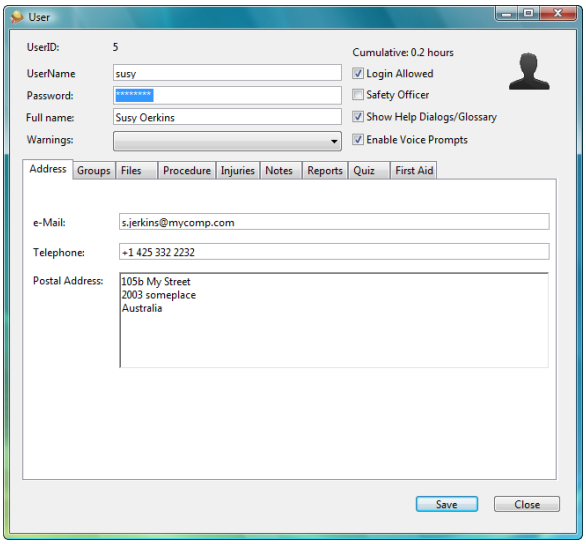
The User Detail window is available from the Administration window. You will use it for editing existing users and creating new users. Select Users by either double clicking on their name or clicking once on their name to select them and then clicking the Edit button. Create a new user by putting a username in the field next to the Add button and then click Add.

The parameters below can be configured in the User Detail Window.

- **Username**: the name that the user will be known as by the software. Spaces are not allowed in this box. This name cannot be changed later.
- **Password**: if the user is allowed to login, this is the password that they will use
- **Full name**: this is the complete name of the User, it can contain spaces
- **Login Allowed**: check this box to allow the user to login to the software
- **Safety Officer**: check this box to assign the Safety Officer Role to this user
- **Show Help Dialogs**: check this box to allow the Glossary to appear when needed
- **Enable Voice Prompts**: check this box to activate voice prompts for the selected user
- **Warnings**: frequency of warning messages or tasks
- **E-mail**: the user's email address
- **Telephone**: the user's telephone number

- **Postal Address**: the user's postal address

Figure 4.12. Edit User Detail Window



Login Allowed

Some users may be added for informational purposes only but are not expected to login to the Risky Business SOS software. For example, external consultants and investigators may not need to have access to the software but still require a user name in the system to keep track of documents they create.

Safety Officer

This role is the system administrator and they have access to all aspects of the Risky Business SOS software. This user creates Users, groups, locations and adds chemicals. The Safety Officer role is the only role that can be directly assigned to a user, whether that user is a part of a User Group or not a part of any User Group.

Warnings

Each User can have Warning Messages displayed or silently stored to the database. There are three levels of Warning Messages that a user can receive.

- **Excessive**: Messages are stored in the database and shown to the user
- **Extra**: Messages are silently stored to the database
- **Normal**: Messages are processed normally

When you are finished making changes to the User, click the Save button. Optionally click the Close button to close the window without saving your changes.

4.2.1.2. User Groups

A User can be assigned to one or more existing groups. Within each group the User can also receive a User Role. Groups can be managed in the Administration > Users > Groups panel. The parameters below can be configured on the User Group panel.

- Primary Group: the group used to determine User Roles when the user is part of more than one group
- Other Groups: list all possible groups a user can belong to and the selected user role in that group

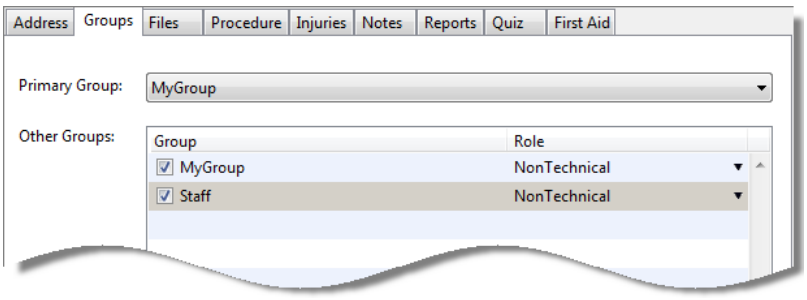
To assign the selected user to a group, check the box next to an existing group name. To assign the user a User Role in the group, click the triangle next to the group name and click

on one of the listed User Roles. More information on User groups can be found in Section "*Groups*" on page 142.

Important

By default Procedures and Policies will be offered only to the primary group of the Safety Officer that created them. It is possible in the Procedure or Policies windows to add additional Groups. This means that Procedures or Policies made in one group will only be visible to users that are assigned to the same group unless additional groups have been linked it.

Figure 4.13. Edit User Group Panel



4.2.1.3. User Files

Each user can have files stored relating to that user. Typically these files will be added during an incident but a Safety Officer can also add files directly to the database using the File Browser and certain User Roles can add documents relating to a selected Procedure. Information on the master file browser can be found in Section "*Documents*" on page 80.

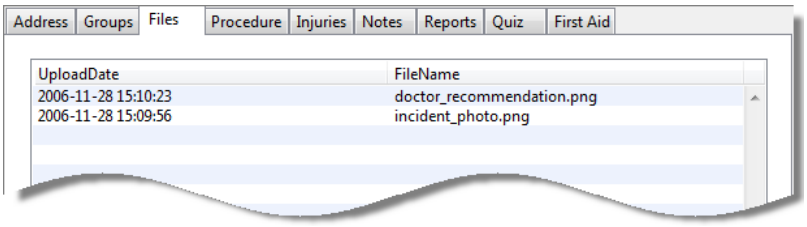
Below are the ways files can be added to the Risky Business SOS database.

- Procedure window, any user who can edit or create a Procedure can add files
- Incident window, a Safety Officer can add documents relating to any Incident
- File Browser, a Safety Officer can add miscellaneous documents

Note

This list is read only in the User File Panel. To edit, remove or view these files you should go to one of the windows mentioned above and have the appropriate permissions.

Figure 4.14. User File Panel

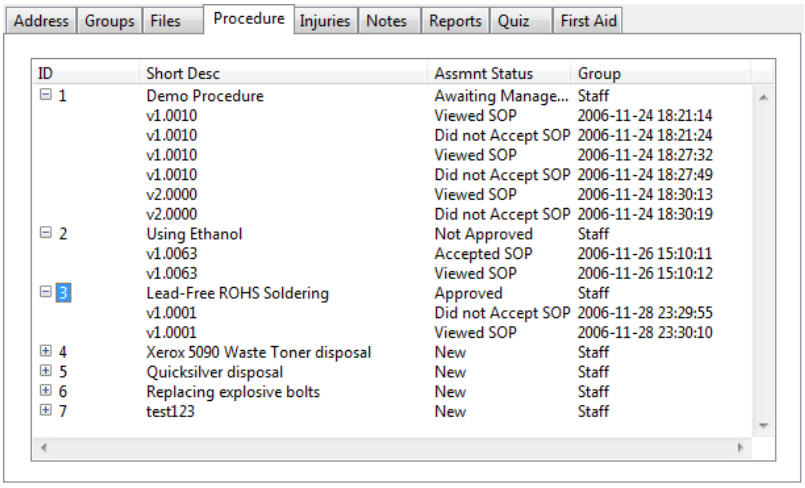


4.2.1.4. User Procedures

This panel lists all of the available Procedures for this user's group. The Procedure number, Name, Status, and associated group will be listed. Clicking on the + next to a Procedure will expand the procedure to show all versions of the Procedure and the selected user's status and date of status in relation to each version.

Additional information on Procedures can be found in Section "*Making And Approving SOPs*" on page 92.

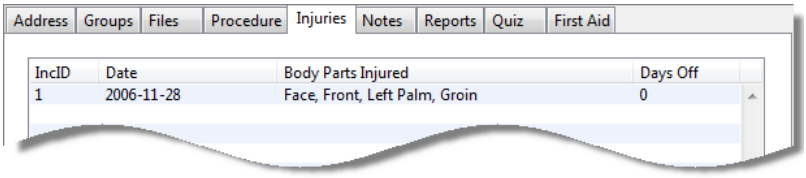
Figure 4.15. User Procedure Panel



4.2.1.5. User Injuries

All Incidents associated with this user will be listed on this panel. The date and name of the Incident will be shown. Additional information on Incidents can be found in Section "*Incident Management*" on page 107.

Figure 4.16. User Injuries Panel

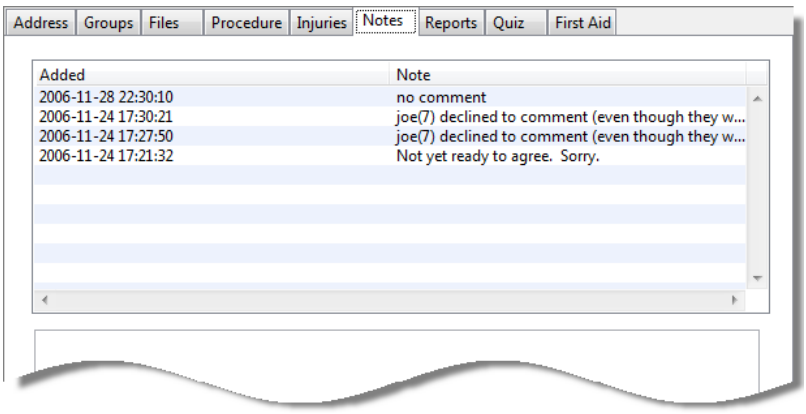


Optionally the user can go to the Incident Browser or related Procedure and access the Incident management windows for the selected Procedure.

4.2.1.6. User Notes

All notes created by the selected user are listed here. Notes are listed by date of creation and the first few words of the note itself. Clicking on a note will show the complete contents in the box at the bottom of the panel.

Figure 4.17. User Notes Panel



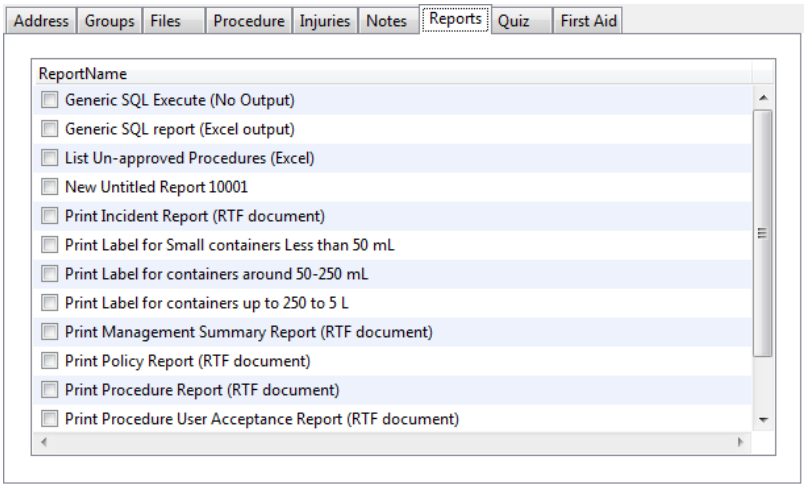
4.2.1.7. User Reports

The User Report panel lists the reports that the selected user has the right to print. A Safety Officer can check any reports that a user has access too. Additional information on Reports can be found in Section "*Reports*" on page 73.

Note

Newly added users automatically get assigned the permission to print SOPs and HazChem reports. Users without these permissions can no longer print from the Main page.

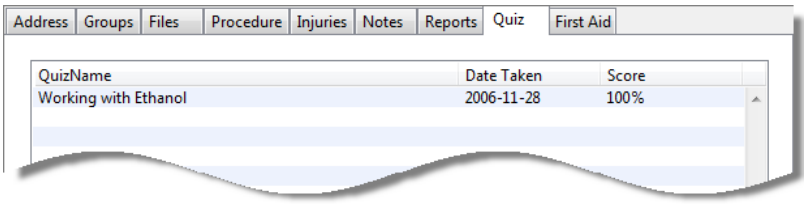
Figure 4.18. User Reports Panel



4.2.1.8. User Quizzes

When a User successfully finishes a quiz the name, date and score is recorded here. Quizzes can be taken by any user by going to the Data > Quiz > Take a quiz menu. Quizzes can only be created by Safety Officers. More information about Quizzes can be found in Section "*Quizzes*" on page 88.

Figure 4.19. User Quiz Panel



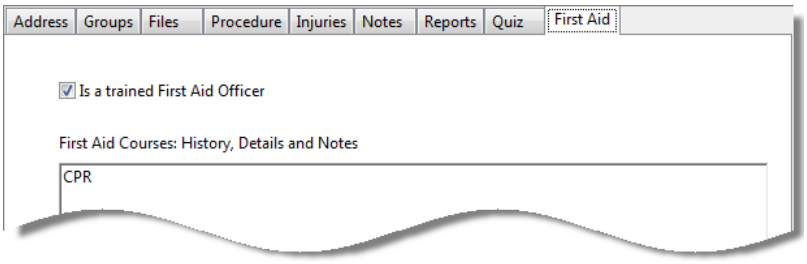
4.2.1.9. User First Aid

The User First Aid panel shows if the user has been trained in First Aid and if so lists the History, Details and Notes concerning any First Aid training the user has received.

Tip

Checking the "Is a trained First Aid Officer" makes this user's phone number appear in the First Aid Browser on the Main Window for all users to see.

Figure 4.20. User First Aid Panel



Additional information on Reports can be found in Section "*Reports*" on page 73.

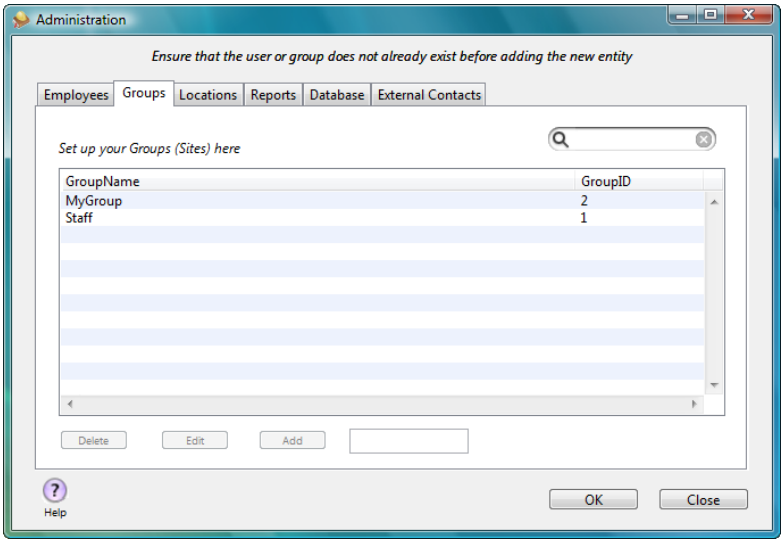
4.2.2. Groups

User groups are a way to organize users according to your organizations existing employee structure. Users can be assigned to these groups and each user within a group can be assigned one User Role. You can add, delete or edit a group from the Group Overview window.

Note

For a User to receive any role other than Safety Officer, they must be a member of at least one group.

Figure 4.21. Groups Overview Window

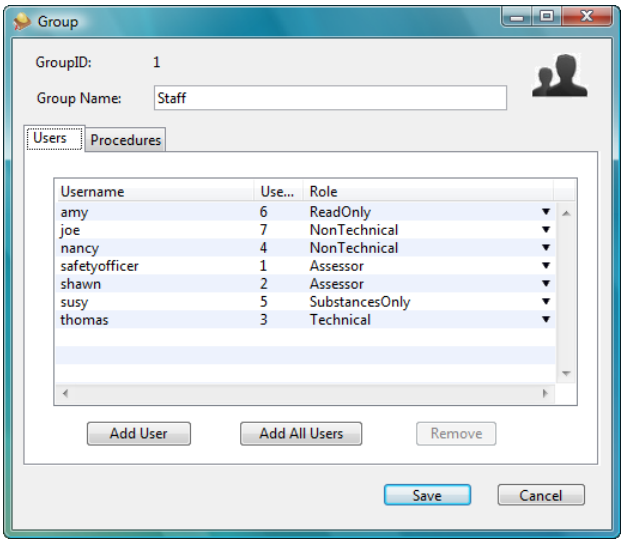


4.2.2.1. Editing Groups

The Edit Groups window allows you to change the name of a group, add and remove users from a group, edit user roles in the group and see all Procedures related to that group. This window is available from the Administration > Users menu, choosing the Groups panel and then double clicking on the name of an existing Group.

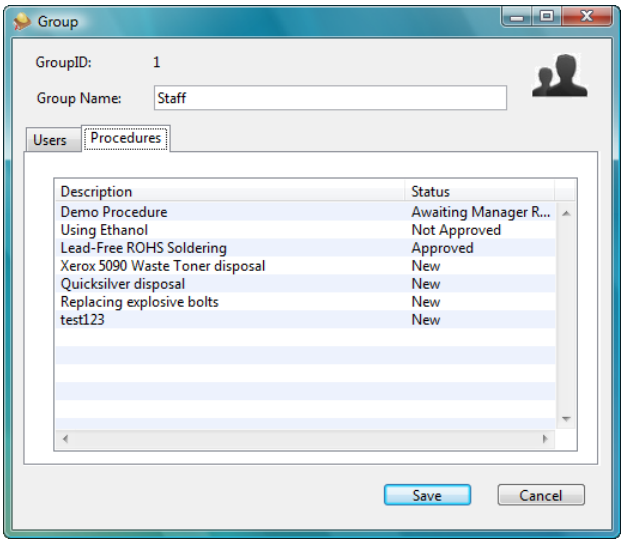
To add a new group, enter a name in the box at the bottom of the panel and click the Add button. The new Group will appear in the list and you can then double click it to access the Edit Groups window.

Figure 4.22. Edit Groups Window



Once in Edit Groups window you can add or remove individual users or add all users to the selected group.

Figure 4.23. Group Procedures Panel



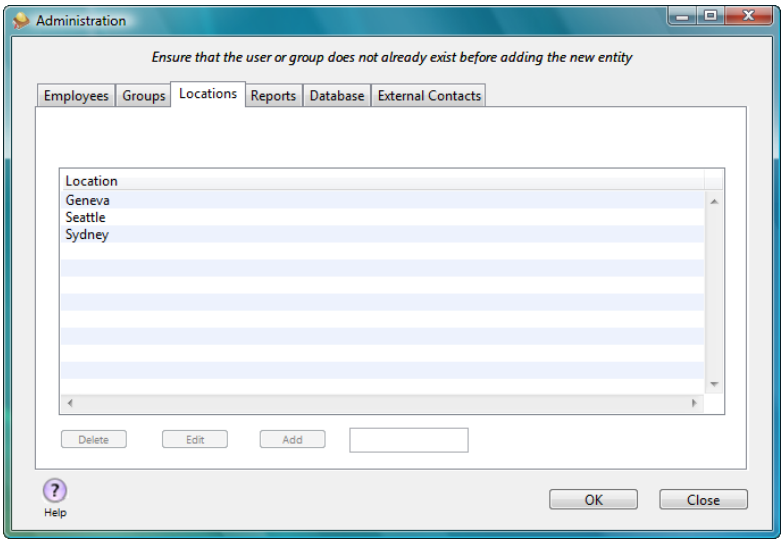
The Group Procedures panel shows all Procedures that are active within the selected group.

4.2.3. Location

Locations are areas that your business operates from or places that your workers regularly operate in. You can include a number of helpful details about locations, e.g. emergency phone numbers. The safe storage and monitoring of chemicals is facilitated by including and detailing active locations.

Procedures, Chemical Substances and employees also need to be associated with Locations. These locations will therefore help you monitor your safety procedures, storage of chemicals and alerting workers when accidents occur.

Figure 4.24. Locations Overview Window

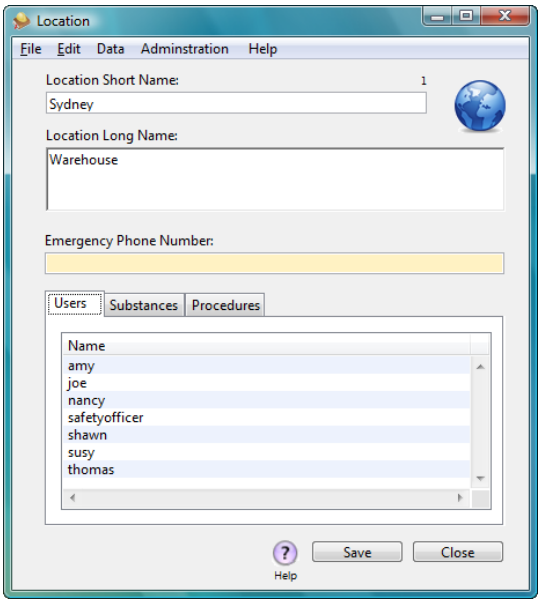


4.2.3.1. Editing Locations

Each location contains selected users, substances and procedures. This window can be reached by either adding a name to the box at the bottom of the Location Overview screen or by going to the Data > Location menu item and adding a new location. The location itself is defined by the following parameters.

- **Location Short Name**: the shortened or abbreviated name of a location
- **Location Long Name**: a more detailed explanation of the location
- **Emergency Phone Number**: a contact telephone number to reach the selected location

Figure 4.25. Edit Locations Window



This window will also allow you to see additional information about what users, chemicals, and procedures are at the selected location. This information is available by clicking on the Substance or the Procedure tab in the Edit Locations window.

Figure 4.26. View Location Substances Panel

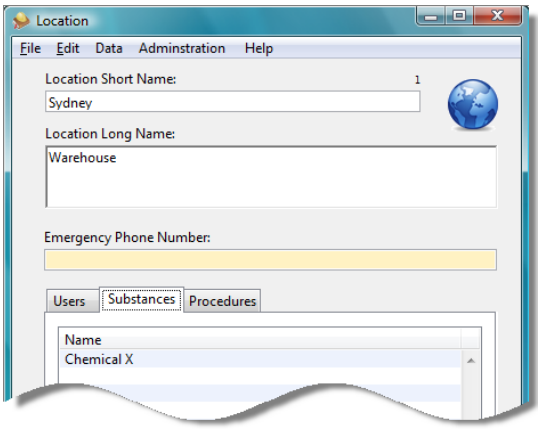
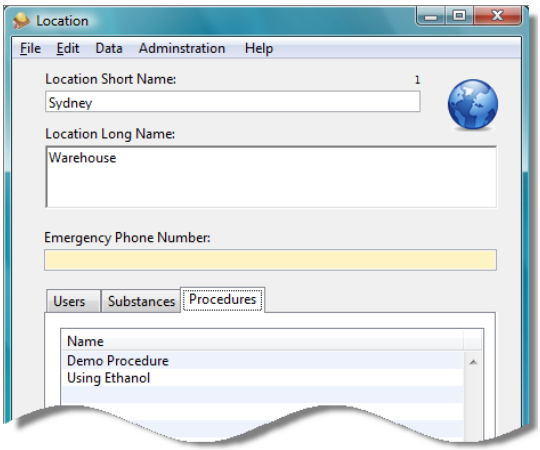


Figure 4.27. View Locations Procedure Panel



4.2.4. Reports

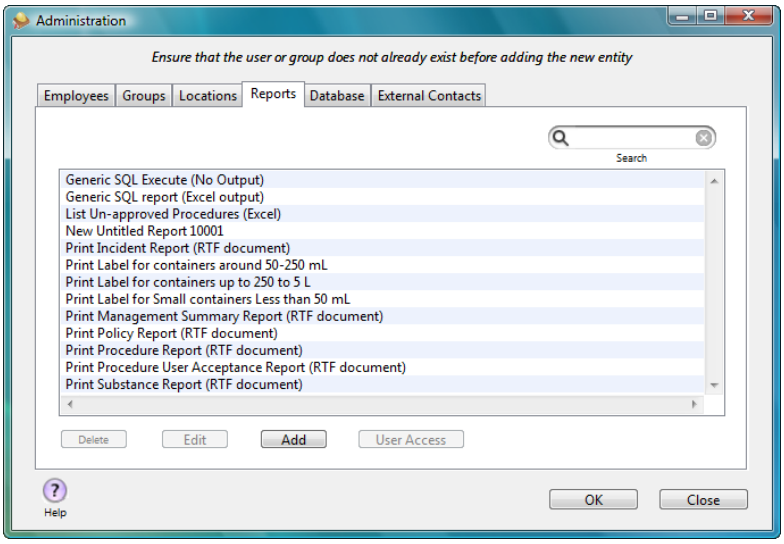
The Reports Overview window will show you all reports that are currently available. From this window the Safety Officer can add a new report, edit an existing report or make a report available for printing to selected users. Only Safety Officers have access to this window. Users who have been given the right to print a report can find the available reports by clicking the Data > Reports menu item.

Note

Newly added users automatically get assigned the permission to print SOPs and HazChem reports. Users without these permissions can no longer print from the Main page.

For more information on customizing reports contact MacSOS Solutions Pty. Ltd. or download the Microsoft word file that documents the Report Attributes and Codesets from the Technical Notes of the MacSOS website.

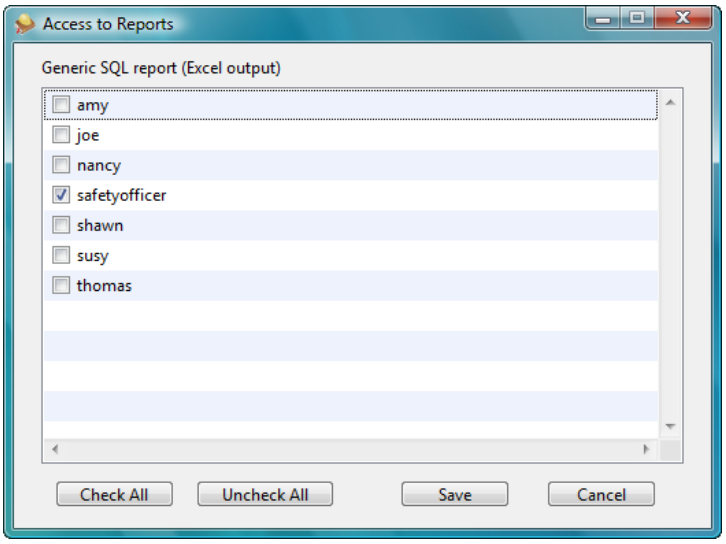
Figure 4.28. Reports Overview Window



4.2.4.1. Reports User Access

The Report Editor window is available by selecting a report and clicking the User Access button of the Reports Overview window. This window lists all available users with a checkbox next to their name. When the box is checked, those users will be able to print the selected Report.

Figure 4.29. Report User Access Window



4.2.4.2. Editing Reports

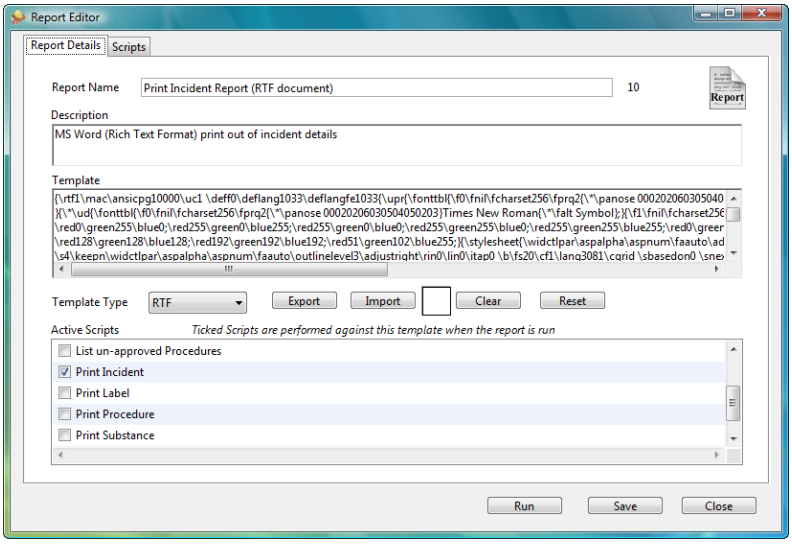
The Report Editor window is available by clicking the Add button or by selecting a report and clicking the Edit button of the Reports Overview window. This window is made up of 2 panels, one for report details and one for report scripts and is for advanced users only.

Reports in Risky Business SOS are made up of a named report object with an optional Rich Text Formatted (RTF) template Document and one or more ‘Report Scripts’. The output of a Report itself is generally a formatted RTF document generated from the RTF template which has been pre-processed by the Report Script(s)

Caution

Template types are usually very complex. It is recommended that you copy or export an existing template before editing it.

Figure 4.30. Report Editor Window



The Report Detail panel allows access to the report template and the following parameters.

- **Report Name**: this is the name of the selected report
- **Description**: this is a description of the selected report, offering more details than the name of the report
- **Template**: this field provides access to the raw text format of the template
- **Template Type**: there are 3 types of template types: Excel, RTF, and PDF.
- **Export**: this button allows you to export the selected report template to a connected hard drive for storage or sharing
- **Import**: this button allows you to import a report template from a file on a connected hard drive and append it to the Template field
- **Clear**: this button erases the contents of the Template field
- **Active Scripts**: this is a list of available scripts that can be used with the selected template. This script is used when the report is run. Information from the script is used to fill in the report template. One or more scripts can be checked to use with the selected report.

The RTF template can be generated using Microsoft Word (or any equivalent word processor that generates valid RTF). It can include images and logos. Care should be taken to ensure that the images use the minimum number of colours and be as small as possible. Large images will result in slower user access to printable reports.

Once the RTF template document has been designed, the template should be saved to disk then re-opened with a text editor (eg BBEdit). Using the text editor, add the appropriate attribute tags into the template then re-save as a .rtf document. Care must be taken to not invalidate the RTF tags when adding the Attribute Tags. The attribute laden template document is loaded into a new report object via the Risky Business SOS application.

4.2.4.3. Report Scripts

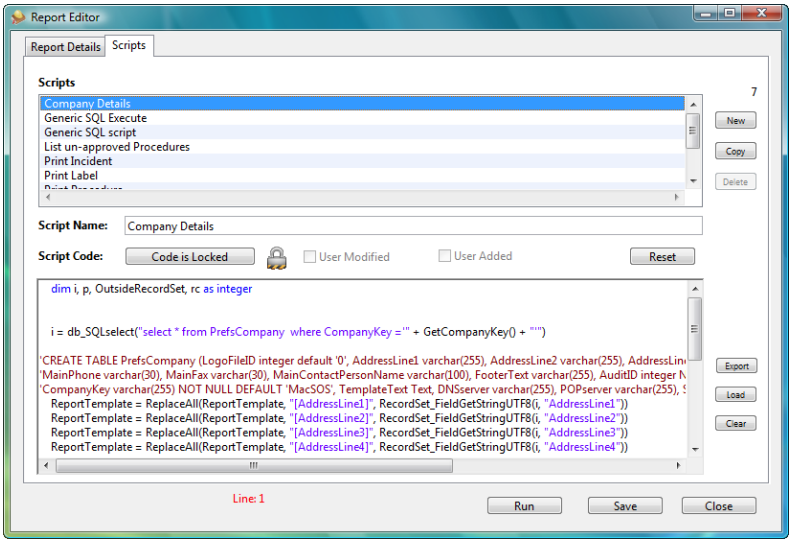
The Report Scripts panel allows the Safety Officer to manage existing scripts that can be assigned to a report template to generate information. These scripts are in a simple scripting

language that allow for detailed queries to be run on the existing Risky Business SOS database. The information extracted by these scripts is put into one or more report templates.

This panel offers the following parameters.

- **Scripts**: a list of existing scripts
- **Script Name**: this field allows editing of an selected script name
- **New**: this button creates a new script with a default name
- **Export**: exports the selected script to a connected hard drive for storage or sharing
- **Load**: imports a script file from a connected hard drive for storage or sharing
- **Clear**: clears the script field
- **Script**: this field contains the scripting command language used to extract information from the Risky Business SOS database
- **Close**: this button closes the Report Editor window. If changes have been made a dialog will appear asking if the user wants to save their changes.
- **Run**: this button allows running the selected template and any selected scripts to test the report.
- **Save**: once the Safety Officer is happy with their changes, clicking the Save button saves the changes. If the user does not want to save their changes, they should push the Close button and choose the Don't Save button when asked if the changes should be saved.

Figure 4.31. Report Scripting panel



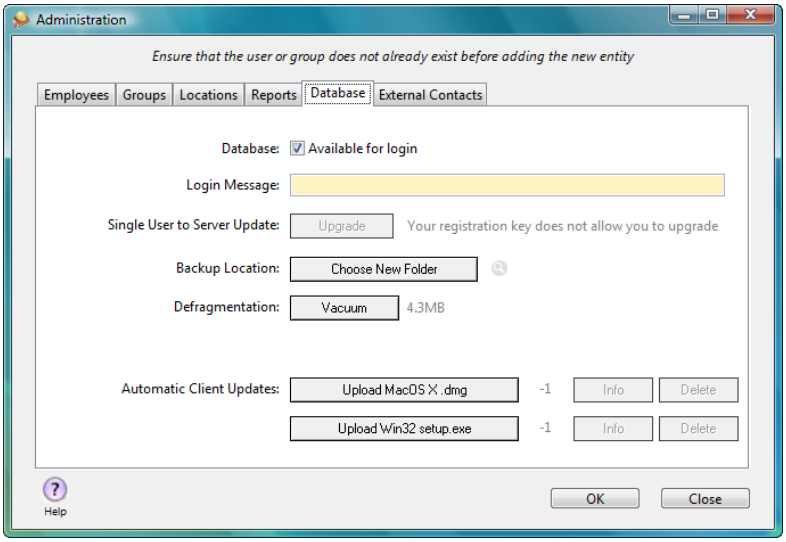
4.2.5. Database

The Database panel gives Safety Officers access to database related tools. Below are the following tasks that can be accomplished in this panel.

- **Database Available for Login**: check this box to allow users to login, uncheck this box to perform administrative tasks on the database
- **Login Message**: a custom message that appears after every successful attempted login.
- Single User To Server Update: if your registration key allows this, you can upgrade your installation of Risky Business SOS from using a local database to using a database on the Risky Business SOS Server
- **Backup Locations**: select a folder where you will backup the database
- **Defragmentation**: click the vacuum button to defragment your database and reclaim unused space

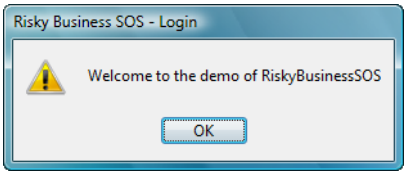
- **Automatic Client Updates**: Select MacOS and/ or Windows setup files that will be used to update your other Risky Business SOS clients

Figure 4.32. Server Panel



The sample login message is shown below.

Figure 4.33. Server Message Window



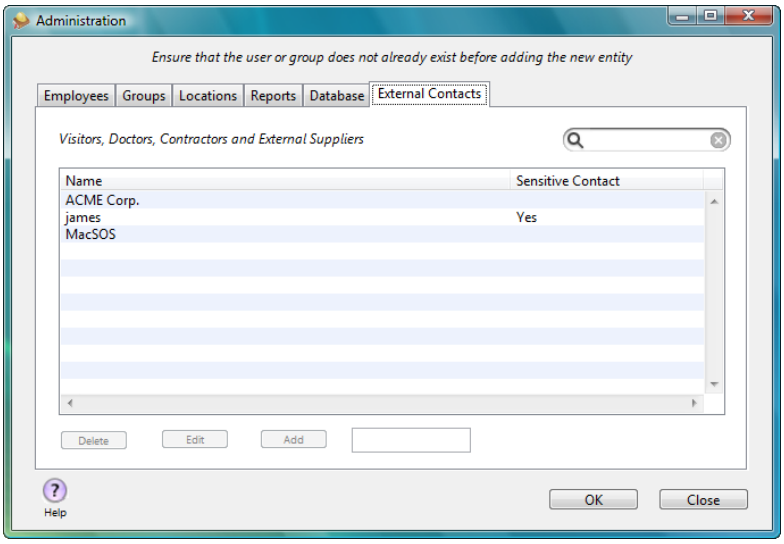
4.2.6. External Contacts

External Contacts are a list of people and or companies that you interact with but that are not expected to be using the Risky Buisiness SOS software. For example, this could be suppliers of hazardous chemicals, shipping agents, medical care practitioners, or government information numbers. These people can also be witnesses or affected people of an Incident.

Note

These users will be available as suppliers in substance windows and appear in the first aid browser when they are medical practitioners.

Figure 4.34. External Contacts Overview Panel



4.2.6.1. Editing External Contacts

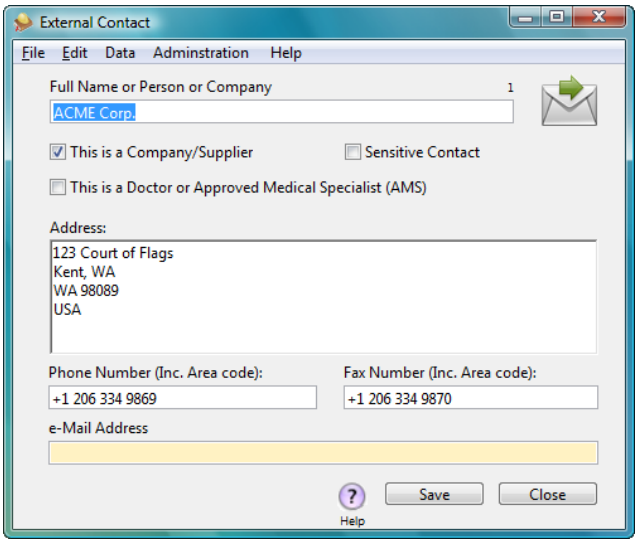
Because the contact is external to your organization there are many additional options for identifying and making contact with this person. Below are the additional parameters that are available for each External Contact. These users will not have login rights to the Risky Business SOS software.

- Full Name
- Address
- Phone Number
- Fax Number
- Email Address
- Company/ Supplier
- Sensitive Contact
- Doctor or Approved Medical Specialist (AMS)

Tip

If the external contact is a medical specialist, be sure to check the box saying that "This is a Doctor or Approved Medical Specialist (AMS)."

Figure 4.35. Edit External Contacts Window



4.3. Management Tools

Risky Business SOS offers many tools to help the administrators of an organization to customize and access the data that is stored in the database. Below are explanations of the tools that are available.

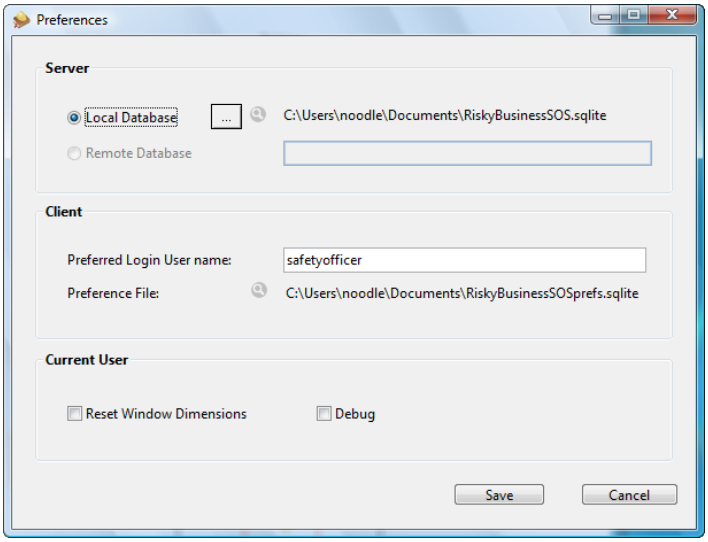
4.3.1. Preferences

The Safety Officer can access the preferences of the Risky Business SOS software from Edit > Preferences menu item.

Below is a list of the features that this user can edit.

- **Local Database**: select the local database file, the default filename is RiskyBusinessSOS.sqlite
- **Remote Database**: enter the name of the remote database here when the Risky Business SOS Server is used
- **Preferred User Login**: the default user account to use when opening Risky Business SOS
- **Preference File**: select the Preferences file on your hard disk, the default name is RiskyBusinessSOSprefs.sqlite
- **Reset Window Dimensions**: check this box to reset the windows dimensions
- **Debug**: check this box to start creating debug log messages

Figure 4.36. Preferences Window



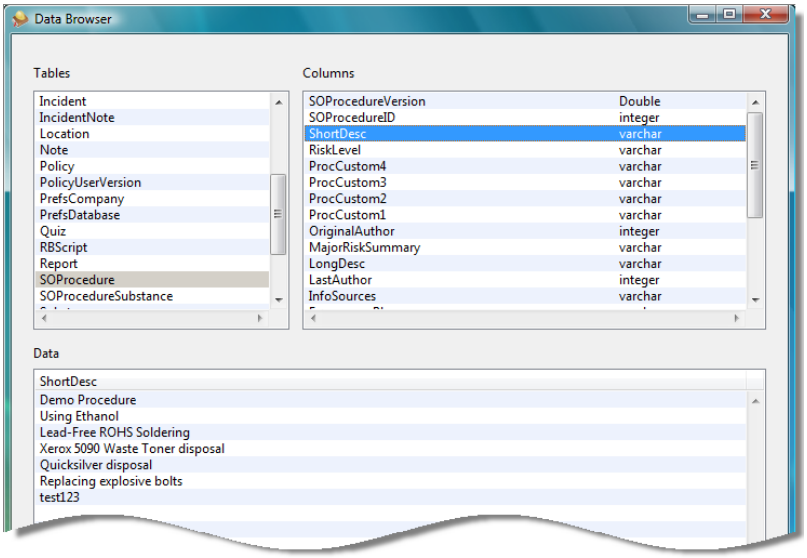
4.3.2. Data Browser

The Data Browser window allows the Safety Officer to access the raw data of the Ricky Business SOS database and export that data in a text format for external storage or use in another program. This window is accessible from Data > Data Browser.

Below is a list of the information that you can see about each connected user. By clicking on the File > Export menu item it is possible to export a tab delimited list of the selected information or to export to Stata .do files for use with the Stata statistical software from http://www.stata.com.

- **Tables**: the names of the tables in the database
- **Columns**: the columns of the selected table
- **Data**: the date stored in the selected column

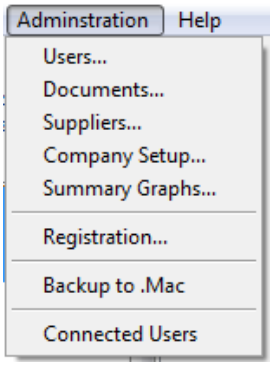
Figure 4.37. Data Browser Window



4.3.3. Documents

The Risky Business SOS database can also be used to store important files related to Procedures or Incidents. The File Browser window allows the Safety Officer complete access

to all files stored in the database as well as the possibility to add, delete, export or edit file information. This window is accessible from the Administration > Documents menu item.



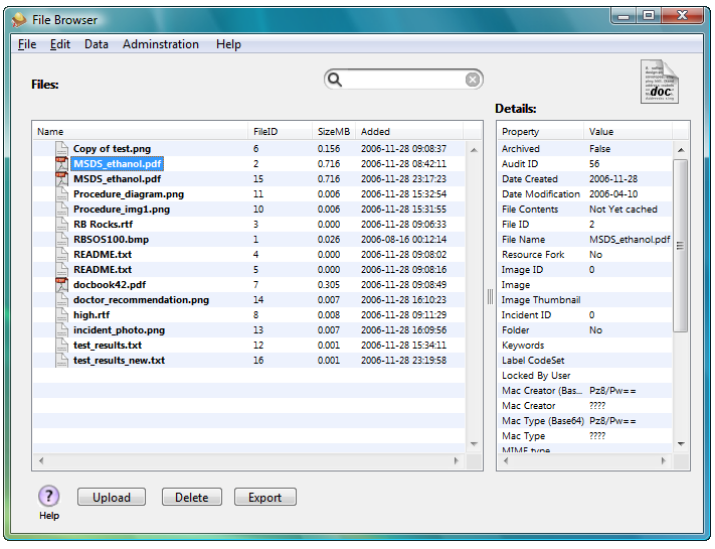
Typically these files will be added during an Incident but a Safety Officer can also add files directly to the database using the File Browser and certain User Roles can add documents relating to a selected Procedure. Below are the ways that files can be added to the Risky Business SOS database.

- Procedure window, any user who can edit or create a Procedure can add files
- Incident window, a Safety Officer can add documents relating to any Incident
- File Browser, a Safety Officer can add miscellaneous documents

Caution

The size of the Risky Business SOS database will be increased according to the files that are added. Be sure that the database is on a disk drive with enough space to grow for your file storage needs. For example if you add 50 1 megabyte digital photos into the database then the database will grow by 50 megabytes.

Figure 4.38. File Browser



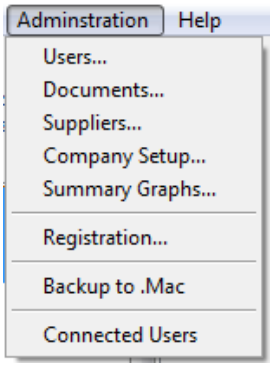
There are 2 tables in the File Browser. The table under the word Files, lists the names of all documents stored in the database along with the date that they were stored and the size of that file. The table under the word Details shows all of the details of the selected file. Because the Risky Business SOS software can be used in a Macintosh and Windows operating system, some of the file details may be available to one operating system but not another.

Below is a list of the File details that you can view in the File Browser Details window.

- Archived
- AuditID
- Date Created
- Date Modified
- File Contents
- File ID
- File Name
- Resource Fork
- Image ID
- Image
- Image Thumbnail
- Incident ID
- Folder
- Keywords
- Label CodeSet
- Locked By User
- Base64 Mac Creator
- Image ID
- Mac Creator
- Base64 Mac Type
- Mac Type
- MIME Type
- Note ID

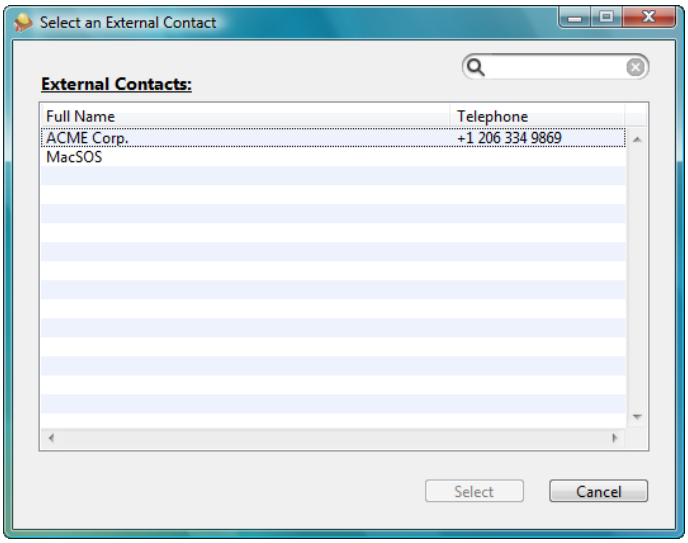
4.3.4. Suppliers

The Risky Business SOS database can also manage external contacts such as suppliers. This window allows users quick access to suppliers of equipment and hazardous substances. The Supplier browser window is accessible from the Administration > Suppliers menu item.



Each supplier can also be linked to the hazardous substances that they provide. This is possible when editing chemicals in the Substance Library where a tab is available with a checkbox next to each known supplier. Suppliers can be edited and created in the External Contact window at the Administration > Users menu item, at the External Contacts tab.

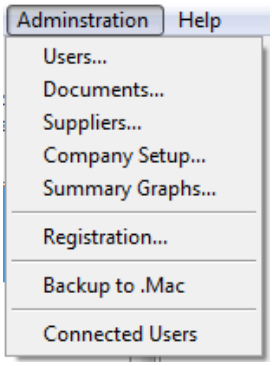
Figure 4.39. Suppliers Browser



Select the name of the Supplier in the list and click the Select button to see more information about the selected Supplier.

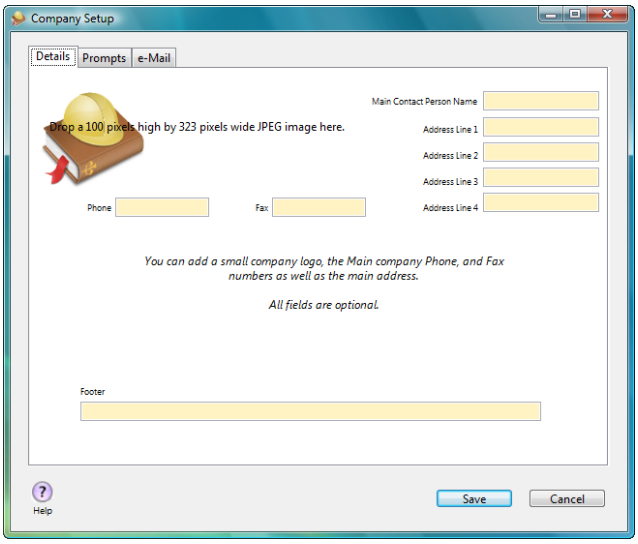
4.3.5. Company Setup

Each installation of the Risky Business SOS software can be customized with your company contact information and logo. This information will be used when generating printed reports. This customization window can be reached at the Administration > Company Setup menu item.



Here you can add a company contact person, the address of the company headquarters or regional office, and a contact phone and fax number. A company logo of 100 pixels by 323 pixels can be installed. Any JPG (JPEG) image format can be used by simply dragging it to the upper left corner of the window.

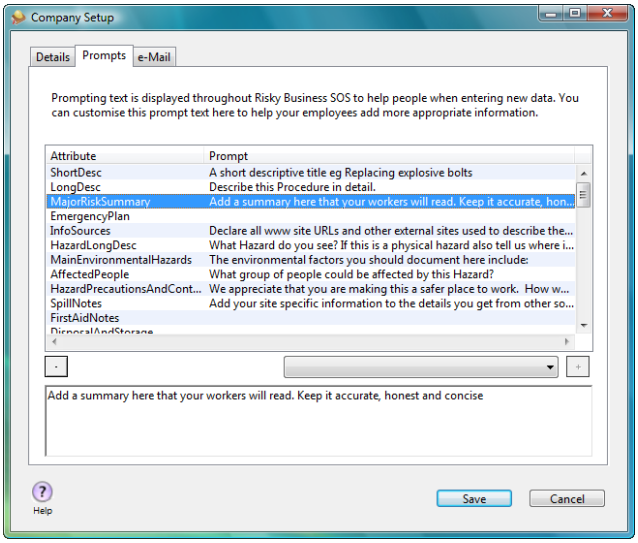
Figure 4.40. Company Details Setup



4.3.5.1. Prompts Setup

Throughout the Risky Business SOS software there are many instances of default text offered to assist the user in deciding what information is needed. It is possible to customize this information across the entire program by editing the Company Prompts Setup panel from the Administration > Company Setup menu item.

Figure 4.41. Company Prompts Setup


Company Setup
Details
Prompts
e-Mail
Prompting text is displayed throughout Risky Business SOS to help people when entering new data. You can customise this prompt text here to help your employees add more appropriate information.
Attribute
Prompt
ShortDesc
A short descriptive title eg Replacing explosive bolts
LongDesc
Describe this Procedure in detail.
MajorRiskSummary
Add a summary here that your workers will read. Keep it accurate, hon...
EmergencyPlan
InfoSources
Declare all www site URLs and other external sites used to describe the...
HazardLongDesc
What Hazard do you see? If this is a physical hazard also tell us where i...
MainEnvironmentalHazards
The environmental factors you should document here include:
AffectedPeople
What group of people could be affected by this Hazard?
HazardPrecautionsAndCont...
We appreciate that you are making this a safer place to work. How w...
SpillNotes
Add your site specific information to the details you get from other so...
FirstAidNotes
Add a summary here that your workers will read. Keep it accurate, honest and concise
Help
Save
Cancel

After clicking on the default text attribute to edit, any existing text for the selected prompt will be shown in the editing box below. After editing the default text, click the Save button to save this information into the Risky Business SOS database.

For example the attribute "ShortDesc" has default text of "A short descriptive title eg Replacing explosive bolts" used in the description field of every new Procedure. To change this text simply click on "ShortDesc" and replace the words in the editing text box below. For example you could change the default text to "A short description" and then each new Procedure that you create would auto fill the Short Description to "A short description"

Clicking the - symbol will delete the selected text prompt. Clicking the drop down box next to the + symbol will select a new text prompt to add. After selecting the text prompt to add, click the + symbol to add it to the database.

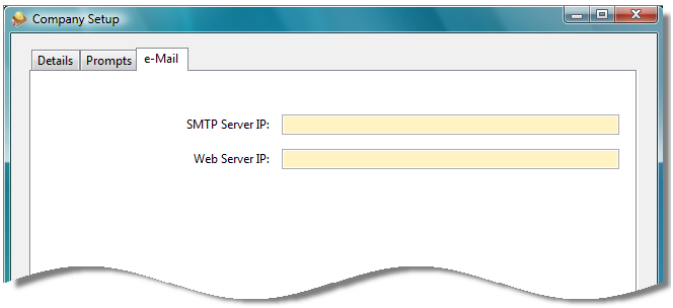
4.3.5.2. Email Setup

It is possible to configure the Risky Business SOS software to communicate with an external SMTP email server. Simply enter in the IP address of an SMTP email server. This window can be reached by first clicking the Administration > Company Setup menu item and then clicking the e-Mail tab. The Web Server IP field is not used at this time.

Note

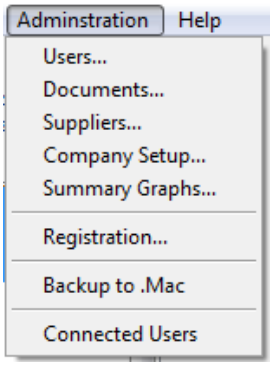
This feature will be activated in a future version of the Risky Business SOS software.

Figure 4.42. Company Email Setup



4.3.6. Summary Graphs

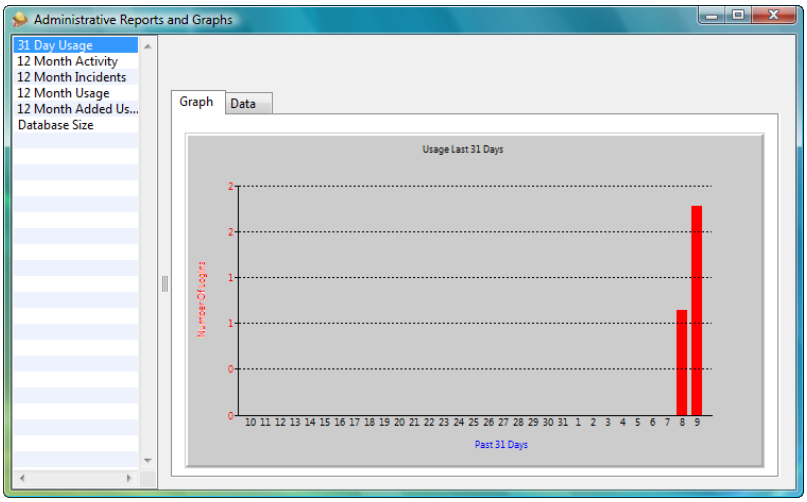
Various graphical reports are available for viewing. The graphical portion of the report can be selected and copied to another application or image editing software. The data portion of report can be exported to a text file for use in your own spreadsheet or graphic software such as Microsoft Excel or Open Office. This window is accessible from Administration > Summary Graphs.



Select from one of the reports on the left side menu. The current reports are listed below.

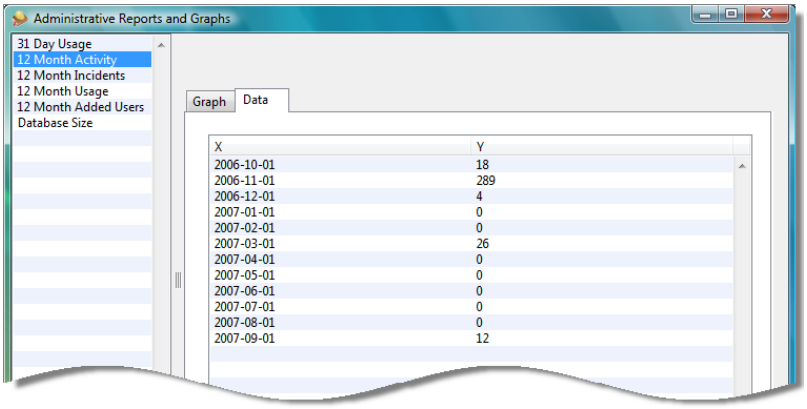
- 31 Day Usage
- 12 Month Activity
- 12 Month Incidents
- 12 Month Usage
- 12 Month Added Users
- Database Size
- Relative Rows

Figure 4.43. Report Graph Browser



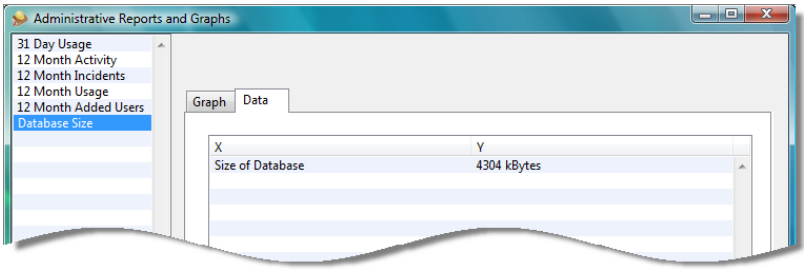
You may also view the raw data of each graph by clicking on the Data tab of the selected report.

Figure 4.44. Report Data Browser



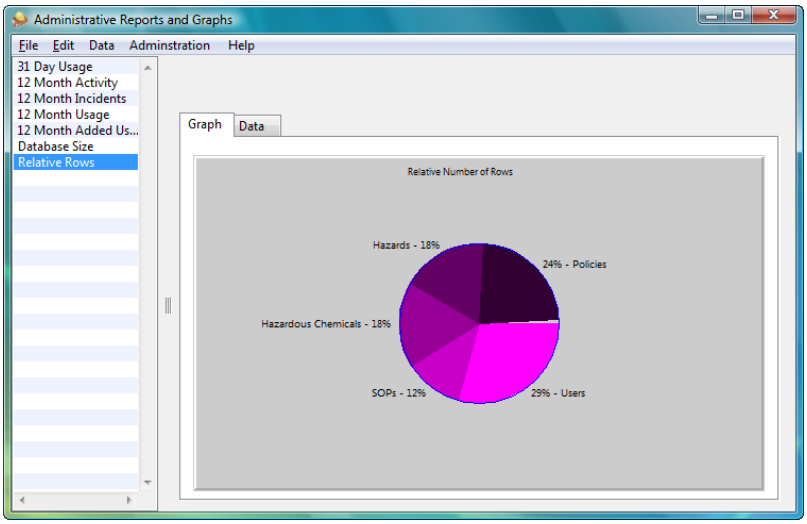
A special graph shows the current size of the Risky Business SOS database.

Figure 4.45. Report Database Size



The Relative Rows graph shows percentage of rows used in the Risky Business SOS database table for Policies, Hazards, Users, Procedures/ SOPs and Hazardous Chemicals.

Figure 4.46. Report Relative Rows

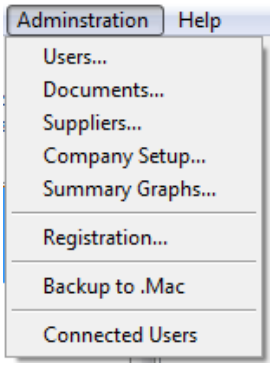


4.3.7. Backup To Remote Server

It is possible to save a backup copy of the Risky Business SOS database to a connected local or network drive. This will backup all items in the database including external files that have been loaded into the database for storage such as word documents, PDF's and digital photos.

On a single user system, the Safety Officer can identify a location to make a backup copy of the entire database. On a Server/Multiple User System, the menu item name becomes "Backup Database" and it issues a command to makes the Risky Business SOS Server backup the datafile.

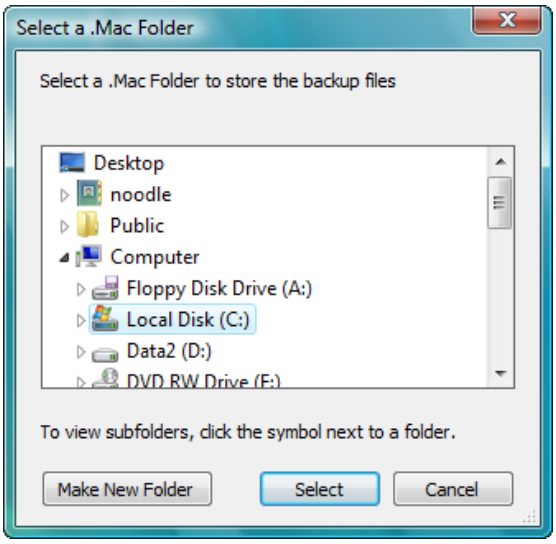
This window is accessible from the Administration > Backup To Remote Server menu item on a PC or the Administration > Backup To .Mac menu item on a MacOS computer.



Caution

Backups are full uncompressed copies of the entire database. Be sure that the database is on a disk drive with enough space to grow for your file storage needs. The current database size can be found in Figure 4.45, “Report Database Size”on page 86.

Figure 4.47. Database Backup



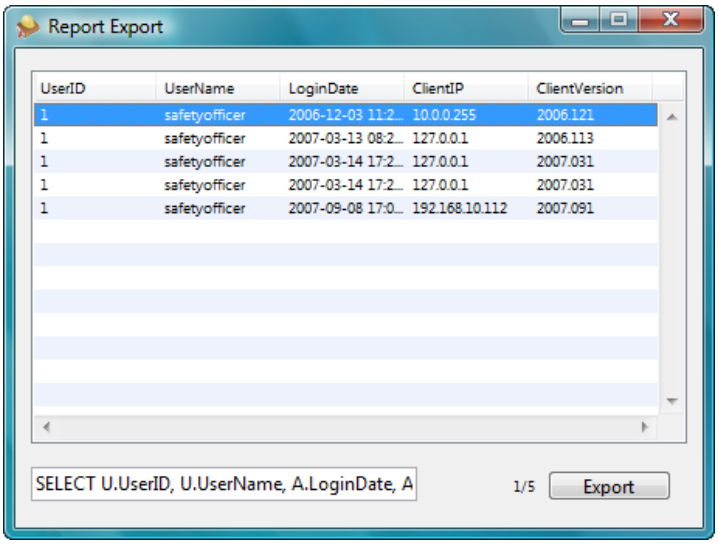
4.3.8. Connected Users

It is possible to have more than one user connected to the Risky Business SOS database at the same time. The Connected User window allows the Safety Officer to see all users that are currently connected to the database. This window is accessible from Administration > Connected Users.

Below is a list of the information that you can see about each connected user. By clicking on the Export button it is possible to export a tab delimited list of the currently connected users.

- **UserID**: the id number of the connected user
- **UserName**: the user name of the connected user
- **LoginDate**: the date and time that the user logged in
- **ClientIP**: the IP address of the connected user
- **ClientVersion**: the version of the Risky Business SOS software client that is being used

Figure 4.48. Connected User Window



4.3.9. Quizzes

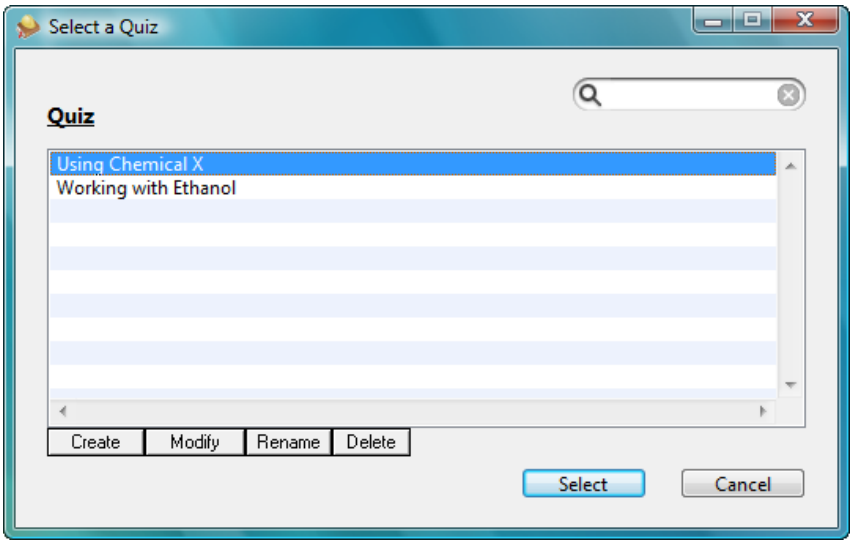
Quizzes allow all users to test their knowledge of selected subjects or procedures. Each Quiz is a series of multiple-choice questions that can optionally be linked to a Procedure. The Quiz Overview window shows all available quizzes that a user can take.

Quizzes that are linked to a specific Procedure are required to be taken after a user reads and acknowledges that they understand and accept the Procedure. Quizzes that are not linked to a Procedure are available from the Quiz Overview window. This window can be reached by clicking on the Data > Quiz > Take a Quiz menu item.

When a quiz is passed with no wrong answers, it will be recorded in the list of successful quizzes in the User Management window's Quiz panel. Quizzes can only be created, edited and deleted by the Safety Officer.

The Cancel button allows a user to quit the Quiz window. The Select button will start the highlighted quiz.

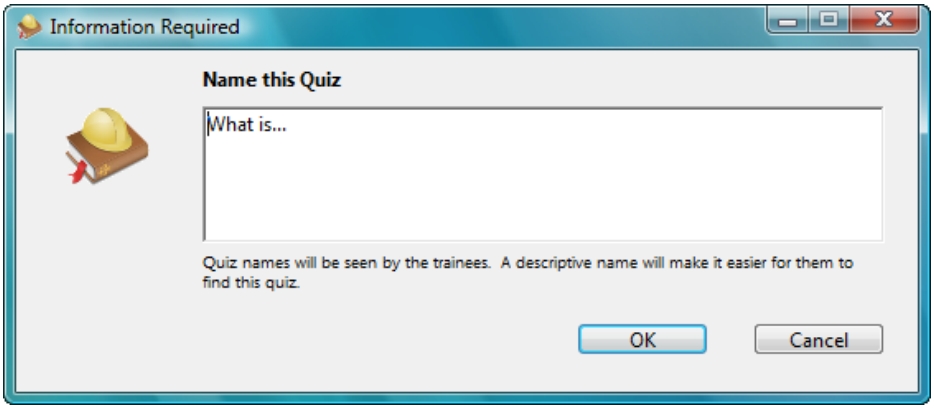
Figure 4.49. Quiz Overview Window



4.3.9.1. Making Quizzes

After clicking the Add button in the Quiz Overview window, the Safety Officer is prompted to enter a name for the new Quiz. After entering the name in the field the user can either click the OK button to accept the name or the Cancel button to cancel the creation of a new Quiz.

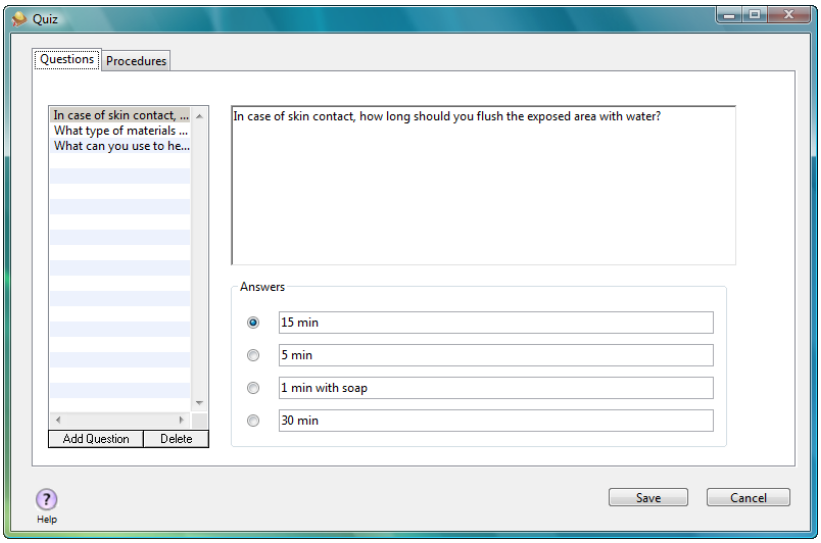
Figure 4.50. Quiz Name Window


Information Required
Name this Quiz
What is...
Quiz names will be seen by the trainees. A descriptive name will make it easier for them to find this quiz.
OK
Cancel

After a Quiz has been created, the Quiz Editing window will be opened for the Safety Officer to began entering in multiple choice questions and the possible responses. Each Question can have from 2 to 4 possible solutions. From this window the user can do the following actions.

- Add and delete questions
- Link the Quiz to a Procedure number
- Describe the question or problem
- Describe 1-4 possible answers and select the correct one

Figure 4.51. Quiz Editing Window



When you are finished making a Quiz you will be asked to run through the Quiz once to be sure it is presented as you expected. The Quiz will be presented as if it was being taken by a standard user. A colored bar at the bottom of the window will show the user how many questions need to be answered before the quiz is finished.

Figure 4.52. Quiz Verification Window

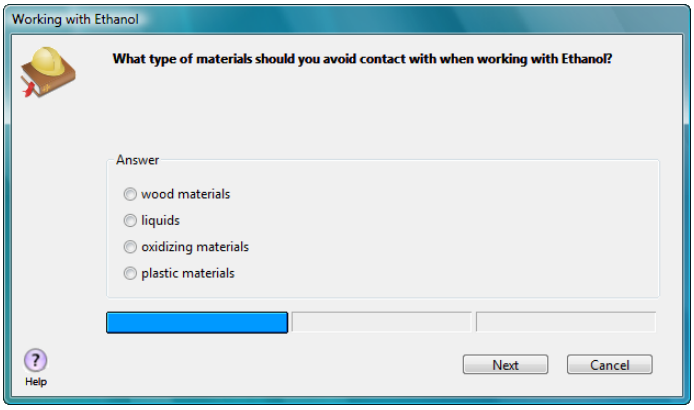
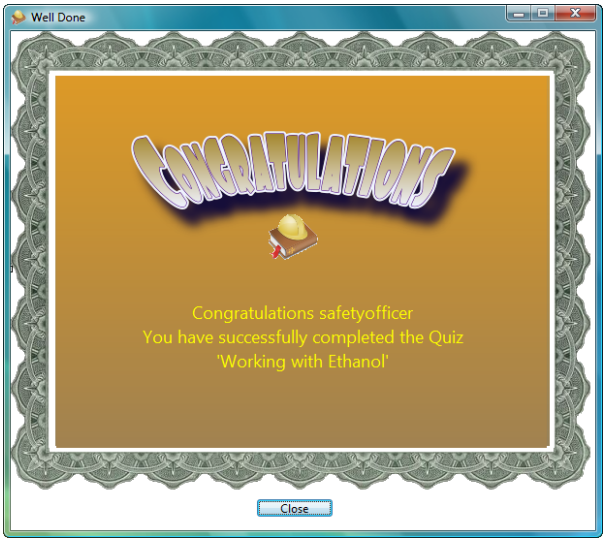


Figure 4.53. Quiz Success Window



5

Chapter 5
Getting Down To Business

After the administrative sections have been updated with current information (Company information, users, chemicals used and known hazards) it will be time to start building Procedures and Incidents. This chapter will go through each of the windows and panels for these subjects and describe their main features. For examples of using these screens read the Chapter 3: "*Quick Start*" on page 28 for walk-thru examples. Additional information on the workflow for the entire software can be found in Section "*Workflow*" on page 140.

5.1. Making And Approving SOPs

A Procedure (sometimes called a Standard Operating Procedure or 'SOP') is a defined work process that is performed by your organisation. Local legal obligations requires your work Procedures to be defined and monitored. The Procedure window allows you to define the context for the Procedure, add supplemental documentation and record incidents when accidents happen.

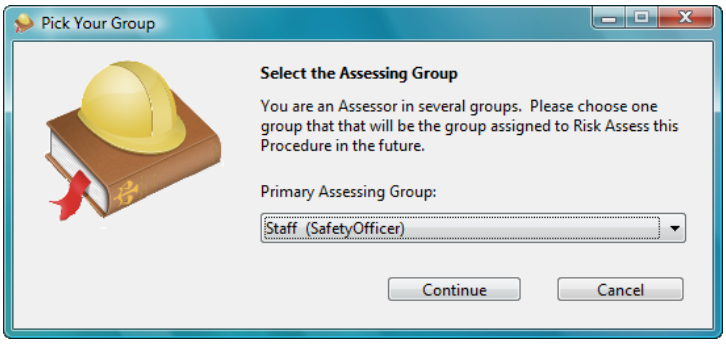
Each Procedure goes through the steps outlined below during its use in an organization.

1. Procedure Creation, by a Safety Officer or Technical User
2. Define details of the Procedure including links to relevant hazards and chemicals, by a Safety Officer or Technical User
3. Assess overall risk of Procedure, by a Safety Officer, Technical User, or Assessor
4. Approve Procedure for use, by a Safety Officer or Assessor
5. User review and acceptance, by any user involved in the Procedure
6. Procedure updates restart at step 2

Note

Once a Procedure is approved others in the same user group will be alerted that it is now available to review.

When creating a new Procedure you will be prompted with a wizard to quickly start the Procedure. The first window will allow you select which group is responsible for assessing the new Procedure.


Pick Your Group
Select the Assessing Group
You are an Assessor in several groups. Please choose one group that that will be the group assigned to Risk Assess this Procedure in the future.
Primary Assessing Group:
Staff (SafetyOfficer)
Continue
Cancel

The entire Procedure wizard process is shown in the Section "*Create a New SOP*" on page 32.

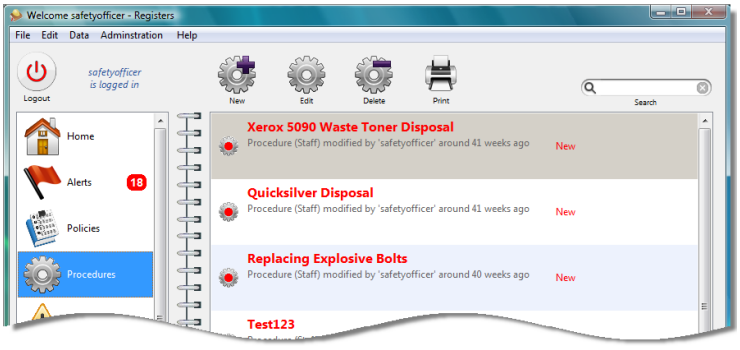
Each Standard Operating Procedure that is created will include the following information.

- Procedure description
- Risk Assessment
- Identified hazards
- Chemicals used
- Supporting external documents
- Sub-procedures used
- Locations where the SOP is used
- Comments from non-authors
- Incidents related to procedure
- Custom data fields
- Sources for each procedure
- Groups using this procedure

As a Procedure is managed, different versions of it are recorded for later review using the Version management system as discussed in Section "*Version Viewer*" on page 152. Information on updating existing Procedures can be found in Section "*Procedure Update*" on page 149.

5.1.1. Procedure Overview

Procedures are accessed from the main menu using the Procedure menuitem. This will list all procedures alphabetically. A search box is available to quickly find a procedure.



Tip

It possible to export selected Procedures into a text file and for transfer to other users of Risky Business SOS. For more information see Section "Exchange Objects" on page 150.

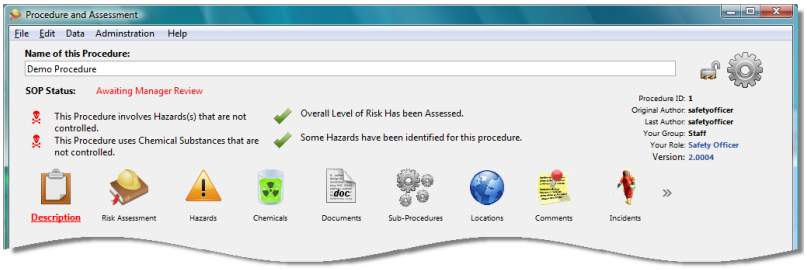
From this window an Admistrator can do the following tasks.

- Create a new Procedure
- Edit an existing Procedure
- Delete an existing Procedure
- Print an existing Procedure
- Export or import an existing Procedure

5.1.2. Procedure Details

Each Procedure has a name, context description, version number and ID number associated to it. The Risk approval status is set under the Risk Assessment icon.

Figure 5.1. Procedure Details Window



Risky Business SOS has a detailed version tracking system for monitoring the evolution of a Procedure using version numbers.

The version number is automatically incremented when the Procedure is modified. Modifying a Procedure may mean that subscribed users of this Procedure have to read or take action. Modifications that increment the version number by a whole number forces all subscribed Procedures users to revisit this Procedure. Minor modifications are noted via 0.0001 increments and do not trigger a re-visit by subscribers.

Different versions of the same Procedure can also be viewed by clicking on the Version number. More information on version control can be found in Section “*Version Viewer*” on page 152.

Tip

A field history browser to show the changes to a selected field only. This is available by clicking the mouse in the desired field and then clicking on the Data > Show Field History text menu.

5.1.3. Risk Assessment

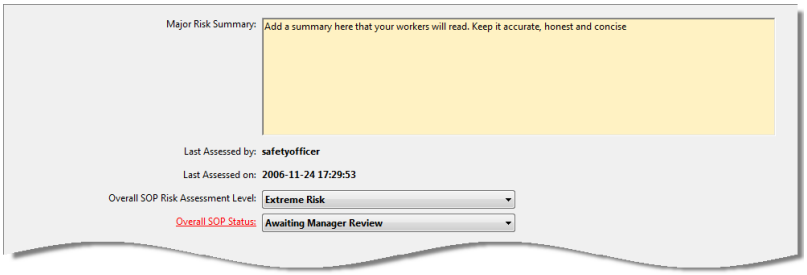
Each Procedure will have its risk assessed by a Safety Officer, Technical User, or Assessor. An assessment includes an overall level of risk for the entire Procedure. It will include the following information.

- Major Risk Summary
- Last Assessed by
- Last Assessed on
- Risk Assessment Level: Extreme, High, Moderate or Low risk
- Overall Assessment Status: Approved, Awaiting Manager Review, New, Not Approved

Note

A Procedure still needs to be approved after it has been assessed for risk.

Figure 5.2. Risk Assessment Panel


Major Risk Summary:
Add a summary here that your workers will read. Keep it accurate, honest and concise
Last Assessed by: safetyofficer
Last Assessed on: 2006-11-24 17:29:53
Overall SOP Risk Assessment Level: Extreme Risk
Overall SOP Status: Awaiting Manager Review

If a linked Hazard or Sub-Procedure has a major change applied to it (the user that makes the change can choose if it is a minor or major change) the Risk Assessment for the Procedure will be automatically changed to Awaiting Manager Approval so that a new assessment can be made.

Caution

If a Chemical substance is changed the user will be presented with a list of Procedures that use the changed Chemical and it is up to that user to decide if the Procedure needs to be reassessed.

5.1.4. Hazards

Each Procedure can have one or more identified Hazards linked to it. Each Hazard can be managed and assessed seperately from the Procedure. Each Hazard has its own Risk Assessment and Risk Level. The following options are available for using Hazards in a Procedure.

- **New**: create a new hazard and link it to the current Procedure
- **Link**: open the Hazard Picker and choose from available Hazards to link to the current Procedure
- **Edit**: open and edit the selected Hazard from the Procedure's Identified Hazard list.
- **Detach**: un-link the selected Hazard from the current Procedure. This does not delete the Hazard from the database but only removes it from the Procedure.

Caution

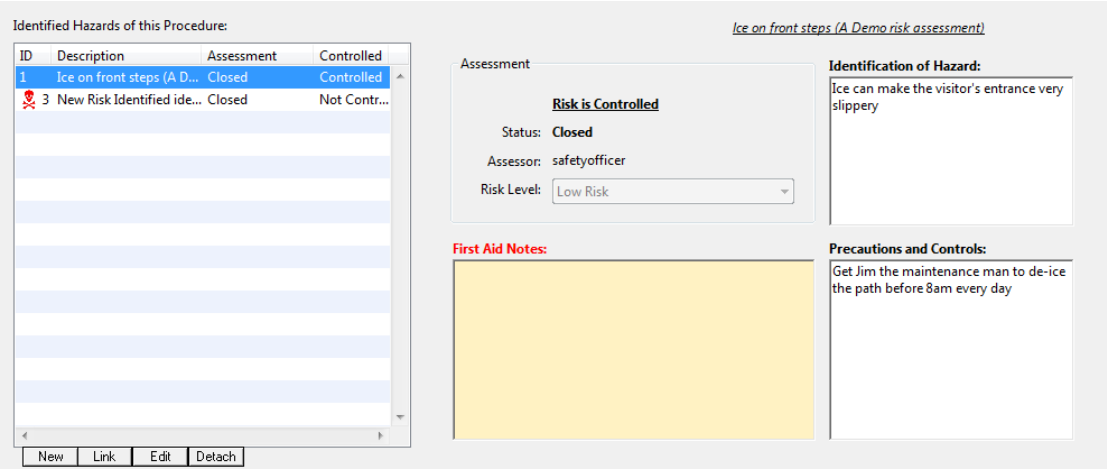
Changing a Hazard's Assessment or Risk Level can affect the overall Risk Assessment of a Procedure that links to that Hazard. Be sure to pay attention to which Procedures are using a given Hazard before you make changes to it.

Not all Hazards may be suitable for use with a Procedure. In this case the Hazard is marked as not usable by Procedures and will not appear in the Hazard Pick List. A single Hazard can be used in more than one Procedure.

By clicking on a Hazard in the list of Identified Hazards, additional information will be shown to the right of the list. This information will give more information on the selected Hazard such

as a detailed description, the affected people, precautions and controls, the status and the name of the user who assessed the risk of the Hazard.

Figure 5.3. Hazard Panel



If the Hazard is not controlled then it will cause a warning to appear in the Procedure window. In this case a Safety Officer or Assessor should put the Hazard into a controlled state before starting a work process which includes that Hazard.

More information on Hazard management can be found in Section "*Hazard Management*" on page 116.

5.1.5. Chemicals

Chemicals are any hazardous substance used in the selected Procedure. They can be materials, goods, products, formulations and preparations, ie. whether or not pure or single substances. These substances are managed independently of the current Procedure but one or more substances can be linked to a Procedure. To be used in a Procedure, a Chemical's risk of exposure must be controlled. It is up to the Safety Officer or the Assessor to authorize this.

The following options are available to use Chemical Substances in a Procedure.

- Link: opens the Search Substance window to select an existing substance
- Edit: opens the selected Chemical Substance for editing
- Detach: removes the selected Chemical Substance from the Procedure but does not delete it from the Chemical library

Note

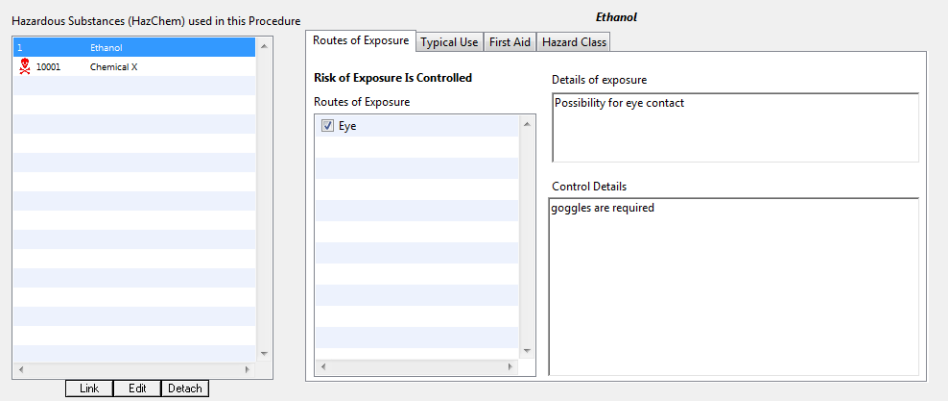
If you want to permanently delete a Chemical from the Risky Business SOS library you need to do so in the Substance Library.

A Procedure will typically use one or more Chemicals. Each Chemical has its own hazards, first aid, and typical use scenarios associated with its MSDS form. Additionally, each Procedure can create its own risks or unique potential for exposure or spills. The Chemical Use panel manages this information for each Chemical used in the selected Procedure.

The Safety Officer and the Technical User are able to add, delete and edit the information about the Chemicals used in the selected Procedure. When a Chemical is added to the Procedure, the following information is copied from the Substance Library.

- Substance name
- Disposal and Storage
- Spill notes
- First Aid notes

Figure 5.4. Chemical Use Panel



When a Chemical Substance is linked to a Procedure, the Administrative user is prompted to add the following additional information concerning the Chemical and its use in the Procedure.

- Routes of Exposure
- Details of Exposure
- Control Details
- If the substance will be used in accordance to the MSDS
- If the user is confident that the stated risks are controlled
- Typical Volume of the Substance
- Typical Concentration
- Disposal and Storage Specific to the selected Procedure

Information that is marked as read-only is copied from the Chemical Library and can only be edited in the Chemical Library itself. More information on the Chemical Library can be found in Section "*Substances Library*" on page 125.

5.1.5.1. Routes of Exposure

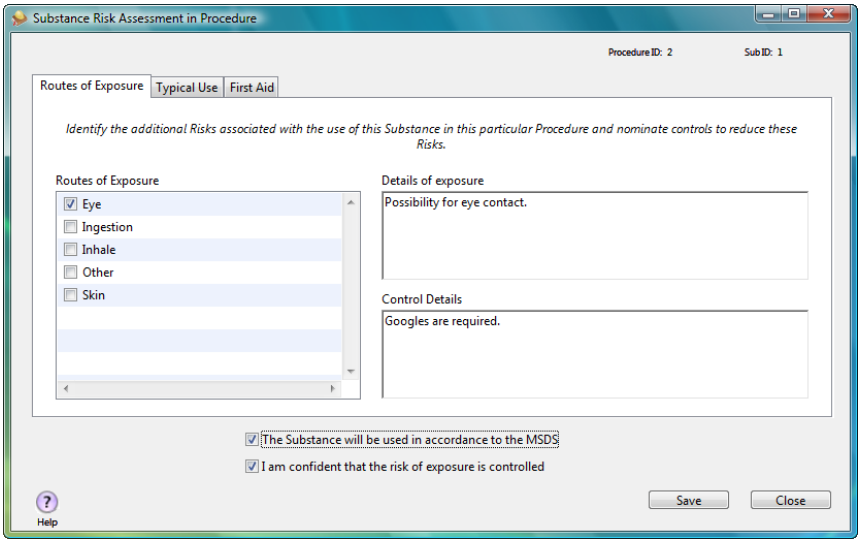
This window allows the Safety Officer or the Assessor to identify any routes of exposure and their details. These details are specific to the chemical use within the selected Procedure.

Additionally it is possible to mention if the Substance will be used in accordance with the MSDS and if the risk for chemical exposure is controlled. If the chemical is not controlled, warnings will be given in the selected Procedure.

Warning

Controlling chemical exposure in one Procedure does not mean it is controlled in other Procedures. Each Procedure must verify that it's own use of a Chemical is controlled independently of any other Procedure.

Figure 5.5. Chemical Exposure Panel



5.1.5.2. Typical Use

The Typical Use panel combines Disposal and Storage information for the Chemical from the Chemical Library as well as information specific to the use of the Chemical within the selected Procedure. This Procedure specific information contains the following information.

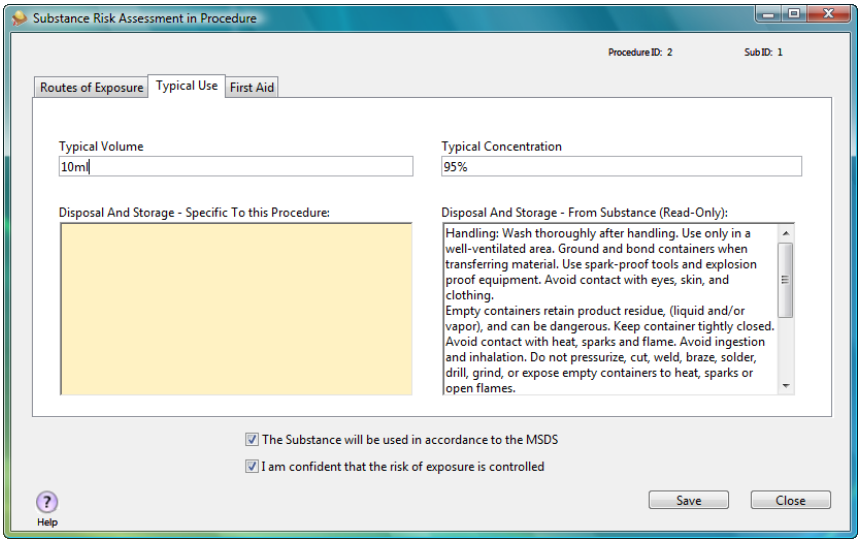
- Typical volume used for the selected Procedure
- Typical concentration used for the selected Procedure
- Disposal and Storage information for the Chemical when used in the selected Procedure

Additionally it is possible to mention if the Substance will be used in accordance with the MSDS and if the risk for chemical exposure is controlled. If the chemical is not controlled, warnings will be given in the selected Procedure.

Warning

Controlling chemical exposure in one Procedure does not mean it is controlled in other Procedures. Each Procedure must verify that it's own use of a Chemical is controlled independently of any other Procedure.

Figure 5.6. Chemical Typical Use Panel


Substance Risk Assessment in Procedure
Procedure ID: 2
Sub ID: 1
Routes of Exposure
Typical Use
First Aid
Typical Volume
10ml
Typical Concentration
95%
Disposal And Storage - Specific To this Procedure:
Disposal And Storage - From Substance (Read-Only):
Handling: Wash thoroughly after handling. Use only in a well-ventilated area. Ground and bond containers when transferring material. Use spark-proof tools and explosion proof equipment. Avoid contact with eyes, skin, and clothing.
Empty containers retain product residue, (liquid and/or vapor), and can be dangerous. Keep container tightly closed. Avoid contact with heat, sparks and flame. Avoid ingestion and inhalation. Do not pressurize, cut, weld, braze, solder, drill, grind, or expose empty containers to heat, sparks or open flames.
The Substance will be used in accordance to the MSDS
I am confident that the risk of exposure is controlled
Help
Save
Close

5.1.5.3. First Aid

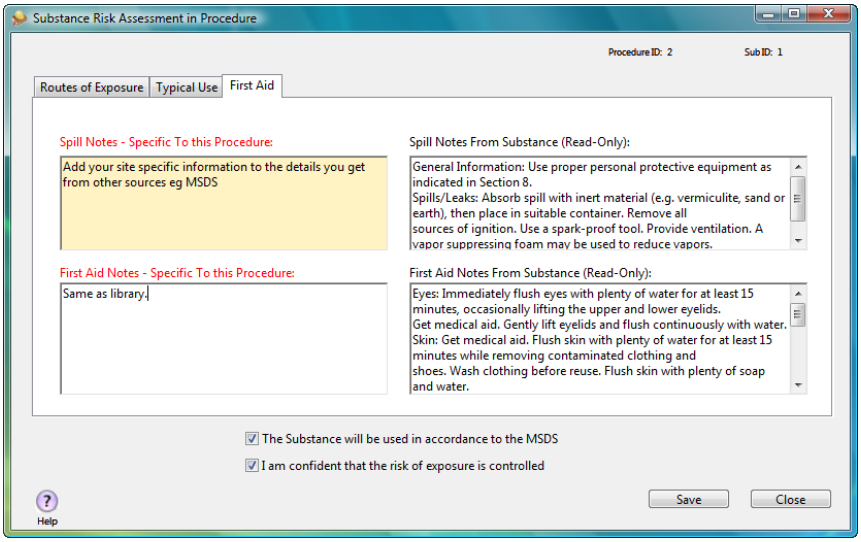
The First Aid panel combines Spill and First Aid notes for the Chemical from the Chemical Library as well as the same information specific to the use of the Chemical within the selected Procedure.

Additionally it is possible to mention if the Substance will be used in accordance with the MSDS and if the risk for chemical exposure is controlled. If the chemical is not controlled, warnings will be given in the selected Procedure.

Warning

Controlling chemical exposure in one Procedure does not mean it is controlled in other Procedures. Each Procedure must verify that it's own use of a Chemical is controlled independently of any other Procedure.

Figure 5.7. Chemical First Aid Panel


Substance Risk Assessment in Procedure
Procedure ID: 2
Sub ID: 1
Routes of Exposure
Typical Use
First Aid
Spill Notes - Specific To this Procedure:
Add your site specific information to the details you get from other sources eg MSDS
Spill Notes From Substance (Read-Only):
General Information: Use proper personal protective equipment as indicated in Section 8.
Spills/Leaks: Absorb spill with inert material (e.g. vermiculite, sand or earth), then place in suitable container. Remove all sources of ignition. Use a spark-proof tool. Provide ventilation. A vapor suppressing foam may be used to reduce vapors.
First Aid Notes - Specific To this Procedure:
Same as library.
First Aid Notes From Substance (Read-Only):
Eyes: Immediately flush eyes with plenty of water for at least 15 minutes, occasionally lifting the upper and lower eyelids. Get medical aid. Gently lift eyelids and flush continuously with water.
Skin: Get medical aid. Flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Wash clothing before reuse. Flush skin with plenty of soap and water.
The Substance will be used in accordance to the MSDS
I am confident that the risk of exposure is controlled
Help
Save
Close

5.1.6. Documents

The Risky Business SOS software includes a file management system for storing files related to Procedures and Incidents. This panel allows the user to load external files related to the Procedures into the software database for central storage. For example, such files could be scanned certifications or instructions relating to the selected Procedure.

Users with appropriate permissions can Add, View or Delete files here. The Safety Officer, Technical User and Assessor can add and delete files using this panel. Information on the master file browser can be found in Section “*Documents*” on page 80.

Note

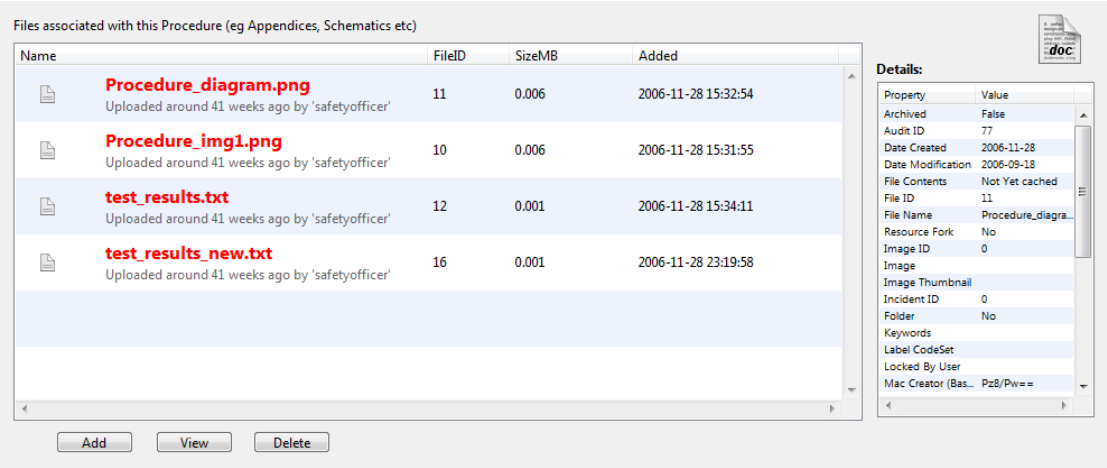
The Safety Officer has access to the File Browser to see and edit details of all imported files in the database.

Caution

The size of the Risky Business SOS database will be increased according to the files that are added. Be sure that the database is on a disk drive with

enough space to grow for your file storage needs. For example if you add 50 1 megabyte digital photos into the database then the database will grow by 50 megabytes.

Figure 5.8. Document Panel



5.1.6.1. Accepted File Types

Any type of binary or text based file can be loaded into the database. These will typically be images, emails or Internet bookmarks but they can also be supporting documents such as Appendices created in Microsoft office or other office software.

Warning

Although the Risky Business SOS software is cross-platform compatible there is no translation of actual files between the MacOSX and Windows operating systems. Some files may not be readable when exported or viewed on a different operating system than the one they were created on.

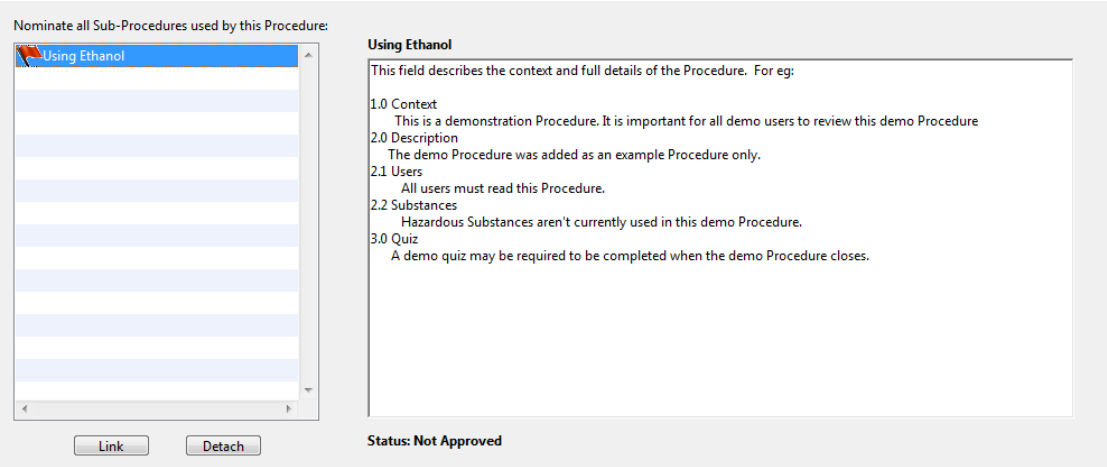
5.1.7. Sub Procedures

A Procedure can be used in other Procedures to form a modular approach to managing a process. When a user adds an existing Procedure to the selected Procedure, the new procedure becomes a dependant sub-procedure. Clicking on the name of a sub procedure will show the details and description of the sub process and its approval status. This information is also available in printed reports.

A colored flag next to each Sub Procedure will tell you the status of that Sub Procedure.

- Green Flag: the Sub Procedure is approved
- Yellow Flag: the Sub Procedure is not currently approved for use. It is "Awaiting Manager Review",
- Red Flad: the Sub Procedure is new or not approved

Figure 5.9. Sub-Procedures Panel

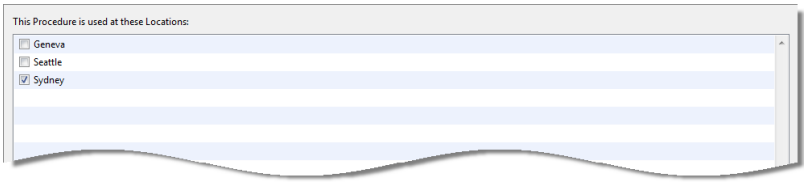

Nominate all Sub-Procedures used by this Procedure:
Using Ethanol
Link
Detach
Using Ethanol
This field describes the context and full details of the Procedure. For eg:
1.0 Context
This is a demonstration Procedure. It is important for all demo users to review this demo Procedure
2.0 Description
The demo Procedure was added as an example Procedure only.
2.1 Users
All users must read this Procedure.
2.2 Substances
Hazardous Substances aren't currently used in this demo Procedure.
3.0 Quiz
A demo quiz may be required to be completed when the demo Procedure closes.
Status: Not Approved

5.1.8. Locations

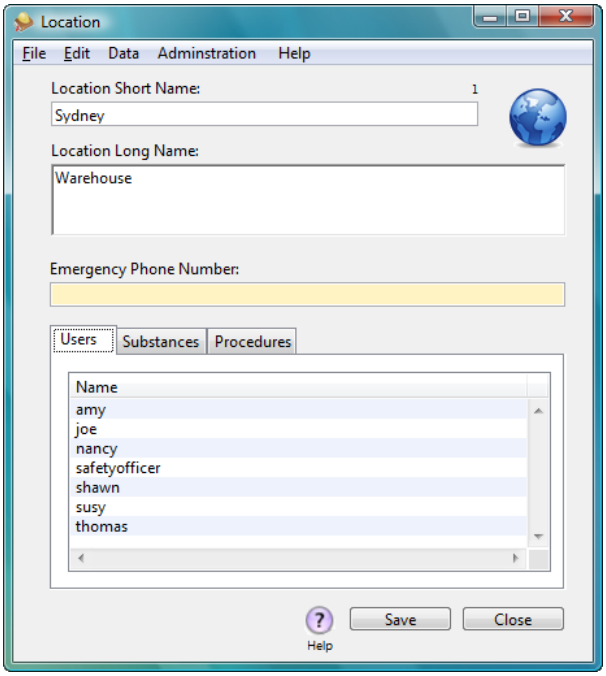
All available locations are shown in the Procedure Location panel. Simply check the box next to the name of locations where the Procedure will used. Additional locations can be added by the Safety Officer using the Administration window.

Configuration windows for Locations can be found in Section "*Location*" on page 71.

Figure 5.10. Procedure Location Panel



Double clicking on a location or selecting a location and clicking the View button will open up the Location Details window which is also available from the Administration menu item.



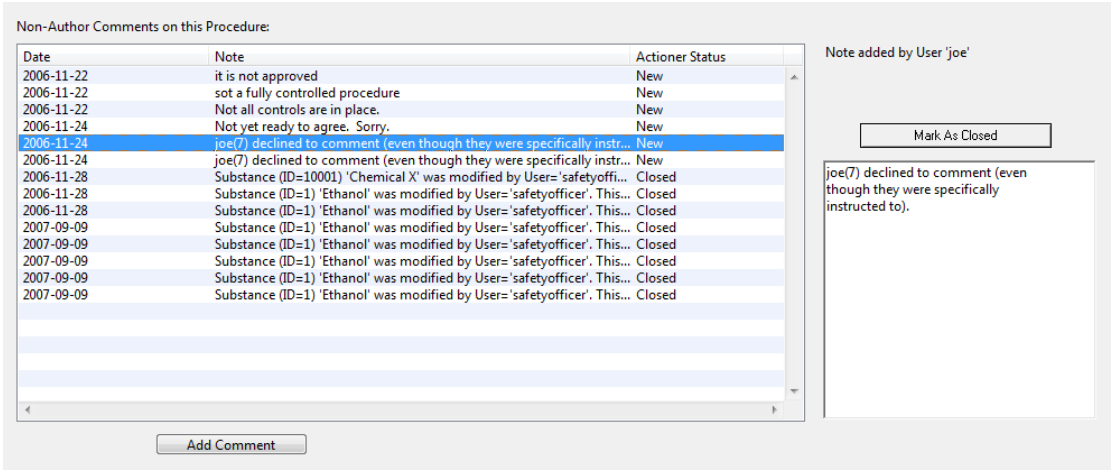
5.1.9. Comments

All users can leave comments in a procedure. Each comment is recorded by the date it was created, the content of the comment and the Actioner status of "New" for the comment. The first line of the comment is used as the title of the comment.

Tip

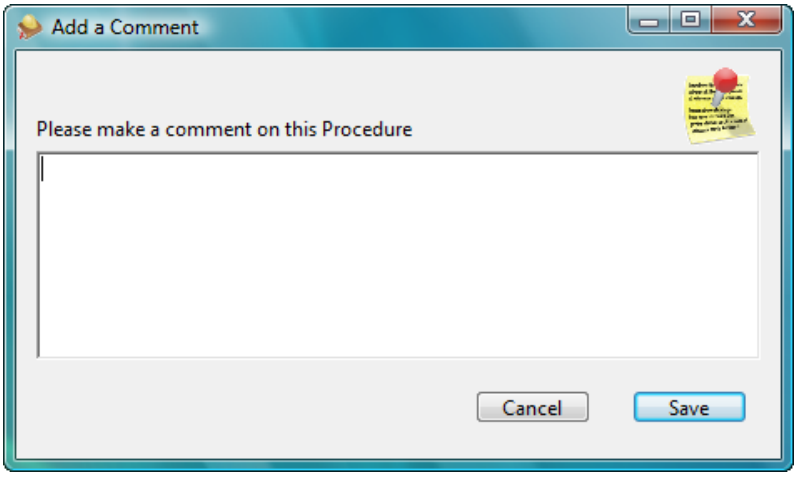
Because the first line of the comment becomes the title, write a simple description of the comment as the first line to easily find it later and continue the rest of the comment on the following lines.

Figure 5.11. Comments Panel


Non-Author Comments on this Procedure:
Date
Note
Actioner Status
2006-11-22 it is not approved New
2006-11-22 sot a fully controlled procedure New
2006-11-22 Not all controls are in place. New
2006-11-24 Not yet ready to agree. Sorry. New
2006-11-24 joe(7) declined to comment (even though they were specifically instr... New
2006-11-24 joe(7) declined to comment (even though they were specifically instr... New
2006-11-28 Substance (ID=10001) 'Chemical X' was modified by User='safetyoffi... Closed
2006-11-28 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2006-11-28 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
Note added by User 'joe'
Mark As Closed
joe(7) declined to comment (even though they were specifically instructed to).
Add Comment

The Actioner status is used by the Safety Officer to mark comments that have been read, accepted or otherwise closed. By selecting a comment in the list and clicking the Mark As Closed button, the Comment's Actioner Status will be changed to "Closed".

Optionally a new comment can be added by any user by clicking the Add Comment button. Other comments can be created when a user refuses to acccept a Procedure or created automatically by Risky Business SOS itself when a change to a linked Hazard or Sub-Procedure causes the Procedure's to require reassessment.



Note

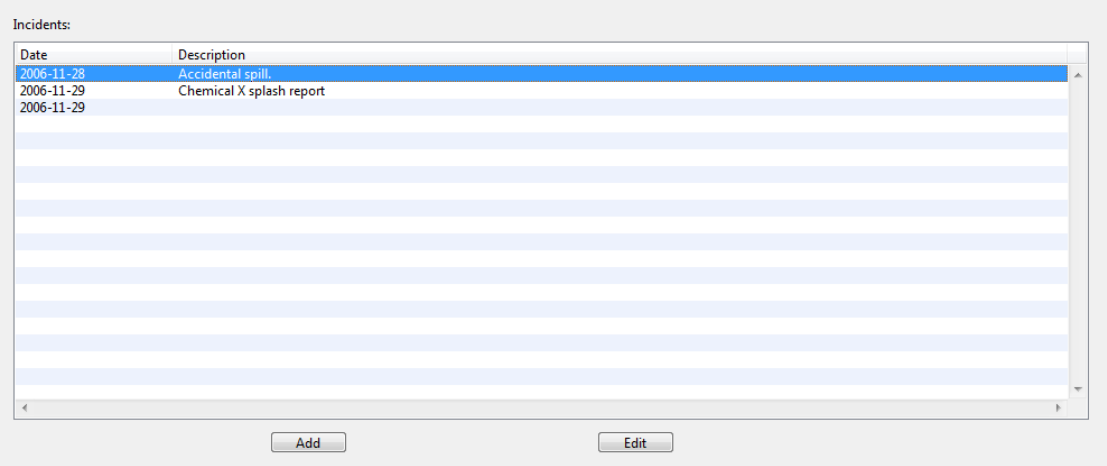
Some users like Non Technical users, cannot access a Procedure until it has been approved. In this case notes cannot be left until the Procedure has been approved.

5.1.10. Incidents

Each Incident is listed by the date it occurred in the Procedure Incident panel. Next to the date is the description of the Incident. A Safety Officer is the only user authorized to add or view an Incident. When a Safety Officer adds or views an incident to the Procedure, they will have access to the Incident Management window where additional details can be entered. Additional information on Incident management can be found in Section "*Incident Management*" on page 107.

To select an existing incident click on its description in the Procedure Incident list and choose the View button at the bottom of the window.

Figure 5.12. Procedure Incident Panel



Tip

Use the Incident Browser in the Main Window to quickly find an existing Incident.

5.1.11. Custom Data

There are 4 text fields available for your organizations custom use. Each of the 4 fields accepts a single line of data. The default data for these fields can be edited in the Administration > Company Setup menu item and select the Prompts tab as shown in Section "*Prompts Setup*" on page 84.

Figure 5.13. Custom Procedure Panel

Procedure Custom 1:
Add your own company specific data here (This prompt can be modified to help data entry)
Procedure Custom 2:
Add your own company specific data here (This prompt can be modified to help data entry)
Procedure Custom 3:
Add your own company specific data here (This prompt can be modified to help data entry)
Procedure Custom 4:
Add your own company specific data here (This prompt can be modified to help data entry)

5.1.12. Sources

The Procedure Sources panel is where the sources of information used in defining the current Procedure can be included. Any user who can edit a Procedure can edit this field. A user can type sources directly into this window or they can cut and paste from a text editor.

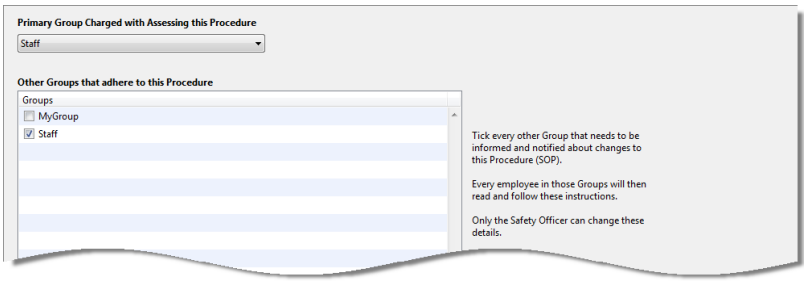
Figure 5.14. Procedure Sources Panel

Sources of Information Used in Describing this Procedure:
This Procedure was originally created as a demonstration assessment

5.1.13. Groups

The Procedure Groups panel shows the list of groups that must adhere to the selected Procedure. A primary group is selected which will be in charge of assessing the Procedure for risks. When additional groups are checked, all users in those groups will be alerted to the creation of the Procedure and when major changes occur.

Figure 5.15. Procedure Groups Panel


Primary Group Charged with Assessing this Procedure
Staff
Other Groups that adhere to this Procedure
Groups
MyGroup
Staff
Tick every other Group that needs to be informed and notified about changes to this Procedure (SOP).
Every employee in those Groups will then read and follow these instructions.
Only the Safety Officer can change these details.

5.1.14. Printing (all roles)

Typically the Safety Officer or the Technical User will print out reports on Procedures but it is also possible for the Safety Officer to assign Report printing rights to various users in the Administrative window. Reports do not print directly to a printer but create files on your computer in the following formats.

- RTF files that can be opened in Microsoft Word 2000 or newer
- Excel files that can be opened in Microsoft Excel 2000 or newer
- PDF files that can be opened with Adobe Acrobat Reader (available in future versions of Risky Business SOS)

If you already have the required reading software installed on your computer, it will be opened automatically after the report file has been created. A variety of preinstalled reports are available for Safety Officers which can be used or edited. Custom information about your organization is taken from the Company Setup window of the Administration menu.

There are 2 ways to print from the Procedure window.

- Use the File > Print menu item will print a Procedure Report for the selected Procedure
- Use the Data > Reports menu item to select from all available Reports that the current user has permission to use

Using the Data > Reports menu item may also require additional information that will be requested from the user (for example, a Procedure ID number). This is because additional scripting rules may be used from the reporting window. See the Section “*Reports*” on page 73 for more information on what reports are available and how to edit or create new ones.

5.2. SOP Worker Acceptance

The goal of a well written Procedure is to allow employees who are actively involved in the Procedure to understand the risks involved and how to avoid accidents. After a Procedure

has been written, had its risks assessed and finally been approved, it will be available to Non Technical users to read, learn, and accept and/ or comment on. They will see the newly approved or updated Procedures in the Alerts Browser window when they login.

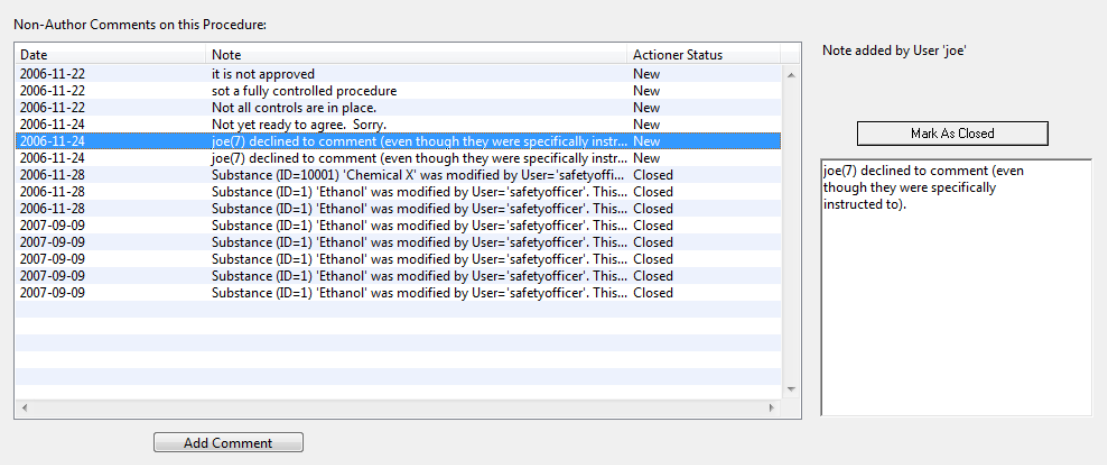
After reading an approved Procedure, the user has the following options.

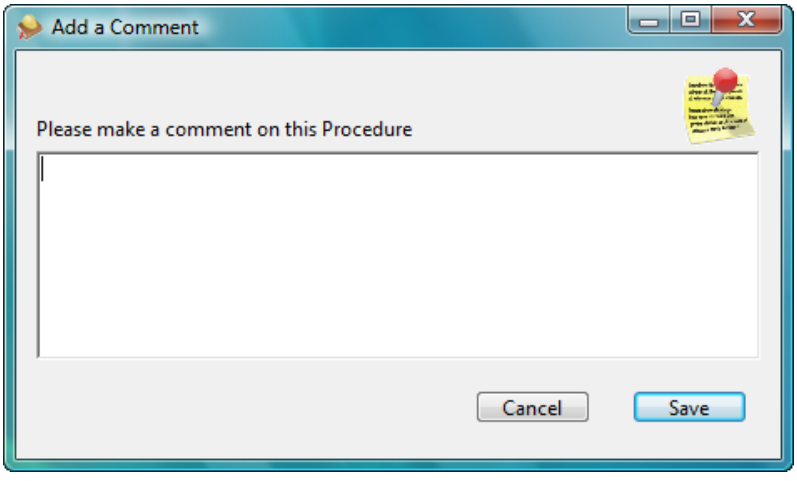
1. offer comments concerning the Procedure
2. take a quiz to verify they understood key points of the Procedure
3. accept or refuse the procedure

A Safety Officer can see these comments, quizzes and procedure acceptance by going to the Administration > User window. More information on the workflow process used by Risky Business SOS can be found in Chapter 7: "*User Roles And Workflow*" on page 135.

5.2.1. Comments

Anyone can leave comments in a Procedure. The user simply needs to open the selected Procedure for reading or editing and goto the Comments panel. There they can add new comments or read existing ones.

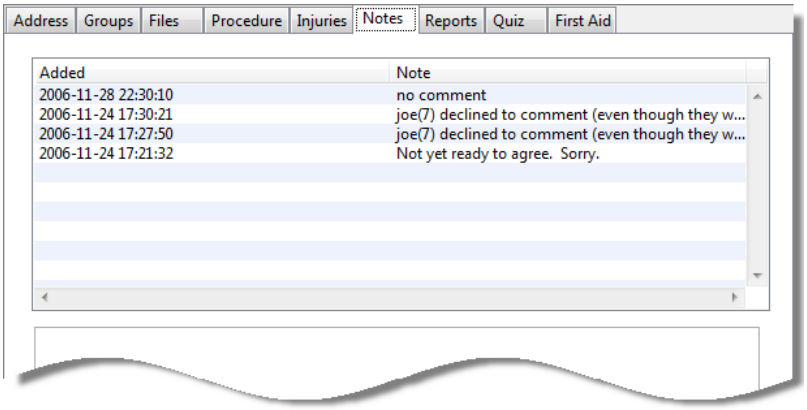

Non-Author Comments on this Procedure:
Date
Note
Actioner Status
2006-11-22 it is not approved New
2006-11-22 sot a fully controlled procedure New
2006-11-22 Not all controls are in place. New
2006-11-24 Not yet ready to agree. Sorry. New
2006-11-24 joe(7) declined to comment (even though they were specifically instr... New
2006-11-24 joe(7) declined to comment (even though they were specifically instr... New
2006-11-28 Substance (ID=10001) 'Chemical X' was modified by User='safetyoffi... Closed
2006-11-28 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2006-11-28 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
2007-09-09 Substance (ID=1) 'Ethanol' was modified by User='safetyofficer'. This... Closed
Note added by User 'joe'
Mark As Closed
joe(7) declined to comment (even though they were specifically instructed to).
Add Comment



Safety Officers can additionally see these comments either by printing a report which includes comments or by going to the Administration > User panel and clicking on the Notes tab. The Notes tab of the User panel will show all notes/ comments written by the selected user.

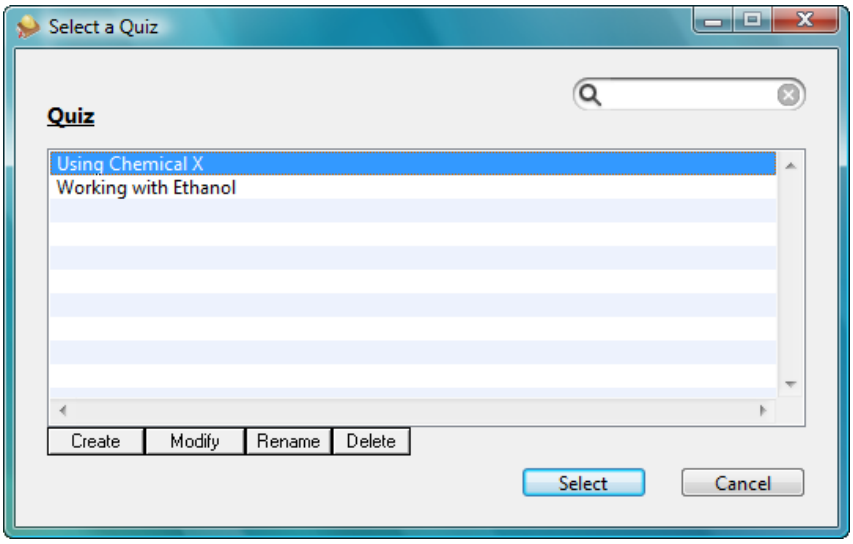
Note

Comments are typically anonymous unless included in a specific purpose such as reporting on an Incident.

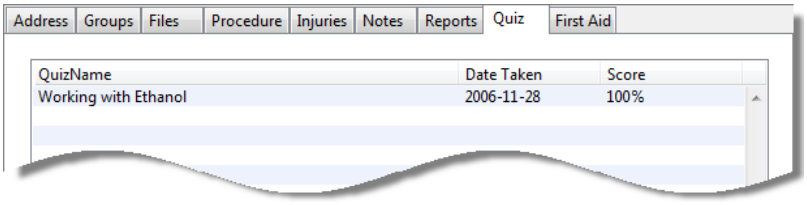


5.2.2. Taking Quizzes

Anyone can take a quiz. To take a Quiz, the user goes to the Data > Quiz > Take a Quiz menu item and chooses a quiz from the list of all available quizzes. Only the Safety Officer can make a quiz. Configuration windows for managing quizzes can be found in Section "*Quizzes*" on page 88.



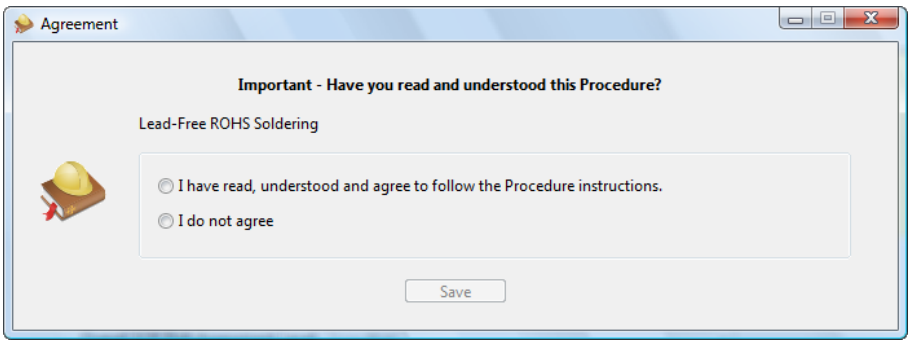
If a Quiz is associated with a particular Procedure then at the end of viewing that Procedure the user will be asked to take the Quiz. A user can always choose to cancel a quiz by clicking the Cancel button. A quiz that is successfully passed will be recorded in the Administration > User window under the Quiz tab.



5.2.3. Agreeing To Procedure

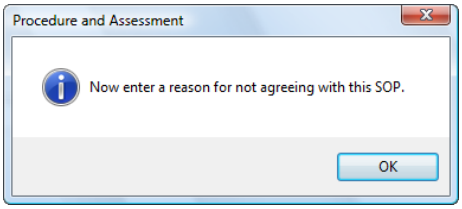
After reading a procedure, a Non Technical user will be asked to choose between the following answers:

- I have read, understood and agree to follow the Procedure instructions
- I do not agree.


Agreement
Important - Have you read and understood this Procedure?
Lead-Free ROHS Soldering
I have read, understood and agree to follow the Procedure instructions.
I do not agree
Save

Once the user has agreed to the Procedure they can open it up additional times to reread it or verify their knowledge of the Procedure. If the user has not yet passed the Quizzes associated with the Procedure, each time they close the Procedure they will be asked to take the quiz again until they pass it. If the Procedure has been updated then the user will be asked again if they understood the updated Procedure.

If a user does not agree to the Procedure they will be asked to leave a comment explaining why they could not agree to the Procedure.



5.3. Incident Management

Everytime a Procedure related incident or accident occurs it should be recorded in the Incident Management window. This allows for correct processing and recording of the Incident details and should help in avoiding similar incidents in the future. Only a Safety Officer is allowed to add or edit an Incident.

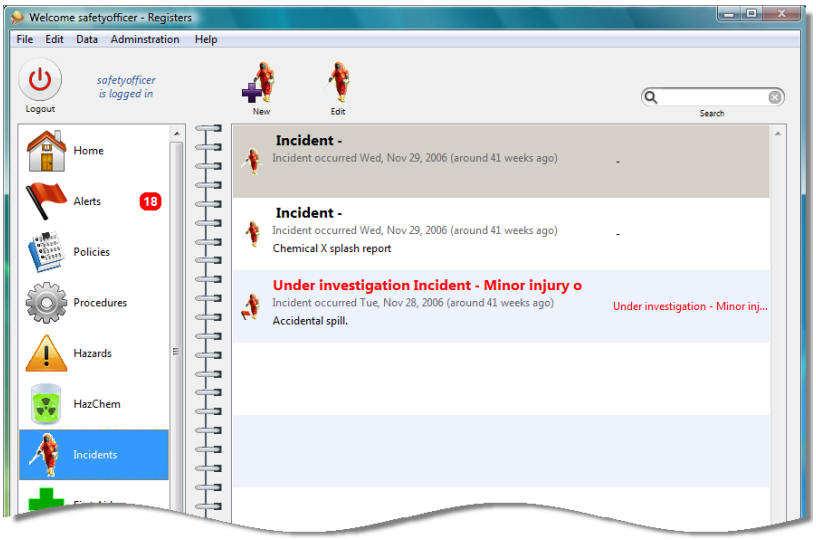
An Incident Browser is in the main window to quickly see all Incidents from multiple Procedures or to create new Incidents that are not linked to a Procedure. Only the Safety Officer can access this window. Select the Incident that you want to see by double clicking it with the mouse to open the corresponding Procedure and Incident.

Caution

Creating an Incident from the Incident Browser window in the main window will create an Incident that is not associated with a Procedure. If you wish to associate an Incident with a procedure it must be created from within the selected Procedure.

A Procedure Incident panel can also be reached by first opening the related Procedure and then clicking on the Incident menu icon. Incidents for a selected user can also be seen in the Administration > Users menu item by editing a selected user and clicking on the Incidents Tab. This Overview panel will show all Incidents relating to the selected Procedure.

Figure 5.16. Incident Overview Panel



Each Incident will hold the following information.

- Incident date
- Description
- Status
- Type
- Location
- If Regulatory Authorities must be notified
- Affected employees & related files
- Injury details
- Investigators & correspondance
- Supporting files or digital documents
- Notes
- Action items
- Recommendation

Once the details of the Incident have been entered, the Safety Officer will select all employees or external users involved and enter injury details in the User Injury & Details window. This window has the following panels.

- Injury: the specific location of the injury
- Details: the employee's description of the incident
- Files: user related files like scanned correspondance and photos
- Return-to-Work Notes: notes about the incident and a return-to-work plan

Note

Any affected people from any Incident who are making claims to the Worker's Compensation Board will be shown in the Liability Browser of the main window.

Together, the Incident and Injury details describe the whole Incident and can be used for recommending changes to the existing Procedure or for Human Resources when they are dealing with Workers Compensation or continuing issues surrounding the Incident.

Tip

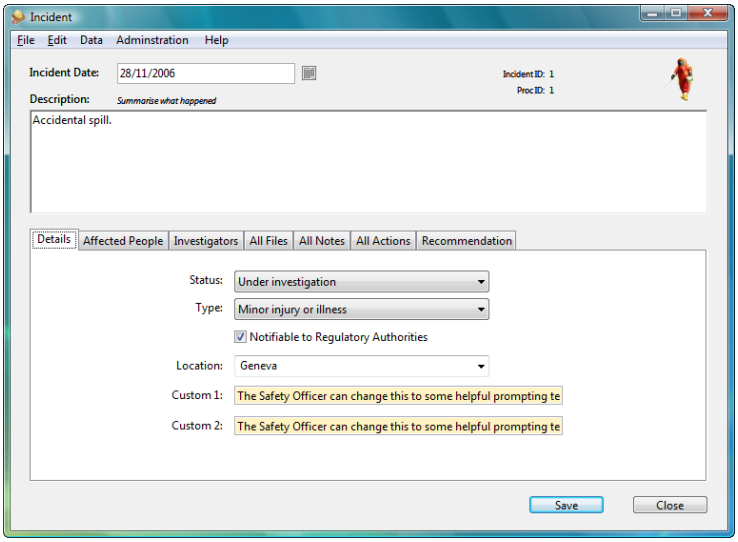
New external people can be immediately added from the Affected People tab of the Incident window. This can be used for adding witnesses or users that are not directly involved with your company to an incident report.

5.3.1. Details

Once an Incident has been added by the Safety Officer, the Incident Details panel will appear asking for additional information. The Safety Officer should enter in the following information.

- Incident date
- Description: description of the Incident
- If Regulatory Authorities must be notified
- Status: New, Requires Attention, or Closed
- Type: Serious injury, Property damage only, Near miss with no injury or property damage
- Location: select a location where the Incident occurred
- Custom: customized fields for your organizational needs

Figure 5.17. Incident Details Panel


Incident
File Edit Data Adminstration Help
Incident Date: 28/11/2006
Incident ID: 1
Proc ID: 1
Description: Summarise what happened
Accidental spill.
Details Affected People Investigators All Files All Notes All Actions Recommendation
Status: Under investigation
Type: Minor injury or illness
Notifiable to Regulatory Authorities
Location: Geneva
Custom 1: The Safety Officer can change this to some helpful prompting te
Custom 2: The Safety Officer can change this to some helpful prompting te
Save
Close

5.3.2. Affected People & Incident Details

This is a list of people involved in the Incident. Each person affected by the Incident has additional details about any injury they might have sustained. This list will only show the User Name, Full Name, Telephone number, and the type of person. After selecting any listed user an additional button will appear to Delete the selected user or to view details of the Injury.

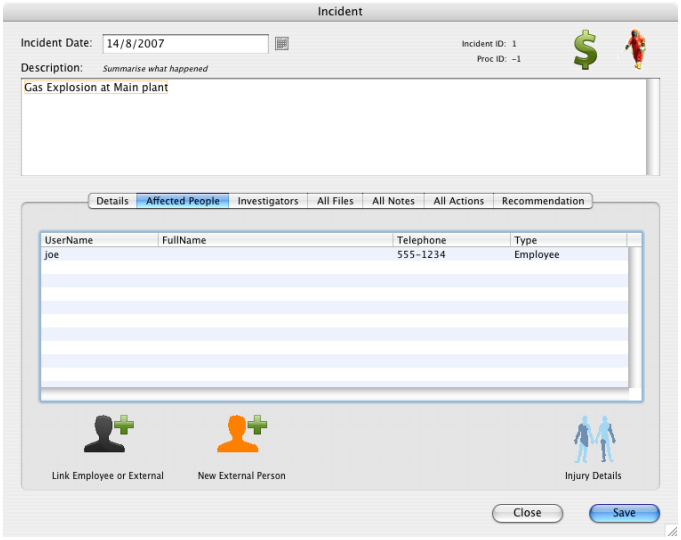
If you click the Link Employee or External button to include an existing user to the Incident, you will be presented with a list of existing users to select from. If you click the New External Person button, a new user can be immediately added. You will be prompted for all of the information to create this new external person. This can be used for adding witnesses or users that are not directly involved with your company to an incident report.

Once a person has been added you will be able to access the User Injury & Details window to record details about the employee's injury or involvement in the Incident.

Note

A user does not need to be injured to be included in the Incident report. Simply being a witness to the Incident or involved in a dangerous incident is also a valid reason to be included in the report.

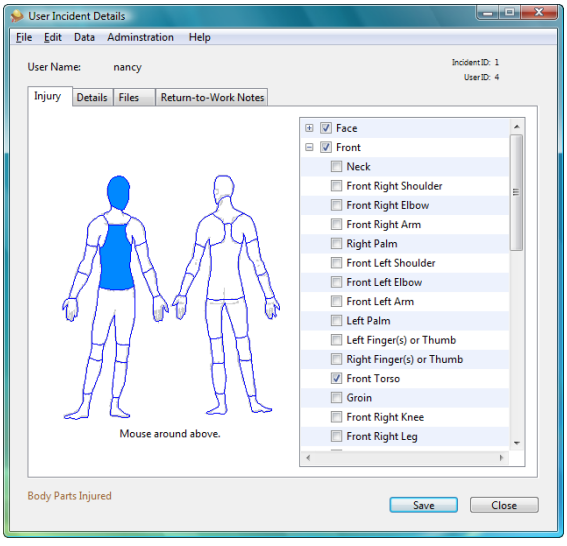
Figure 5.18. Affected Employees Panel



5.3.2.1. Injury

The User Injury window allows the Safety Officer to identify clearly what areas of the body were injured. A graphical representation of a person's front and back side can be clicked on to graphically select body parts that were injured. Optionally the list on the right can be used to checkmark body areas.

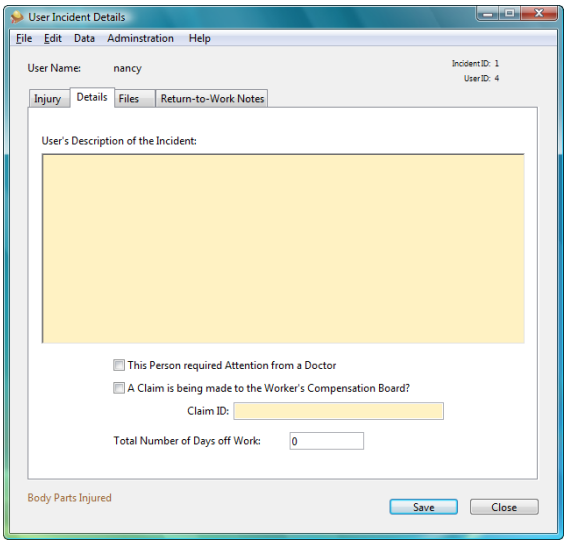
Figure 5.19. Incident User Injury Window



5.3.2.2. Details

Although there is a general description for the entire Incident, each user involved can include their own description of the Incident. Additional information can be recorded here such as if the employee needed the attention of a doctor or if a Worker's Compensation Claim was being filed and if so the claim number. The total number of days off work is also included.

Figure 5.20. Incident User Details Panel


User Incident Details
File Edit Data Adminstration Help
User Name: nancy
Incident ID: 1
User ID: 4
Injury Details Files Return-to-Work Notes
User's Description of the Incident:
This Person required Attention from a Doctor
A Claim is being made to the Worker's Compensation Board?
Claim ID:
Total Number of Days off Work: 0
Body Parts Injured
Save
Close

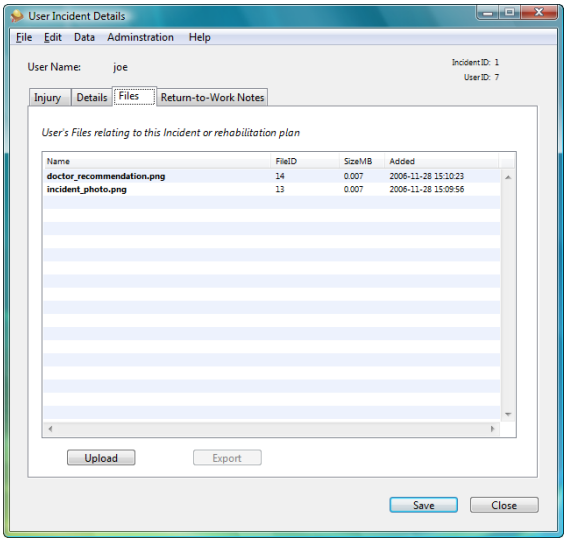
Note

Any affected people from any Incident who are making claims to the Worker's Compensation Board will be shown in the Liability Browser of the main window.

5.3.2.3. Files

Any employee related files that should be included with the Incident report should be uploaded here. These might include photos of the injury, copies of doctor recommendations, or additional scanned documents. These files can be also viewed from this window or from the File Browser window which is accessible under the Administration > Documents menu item. Information on the master file browser can be found in Section "*Documents*" on page 80.

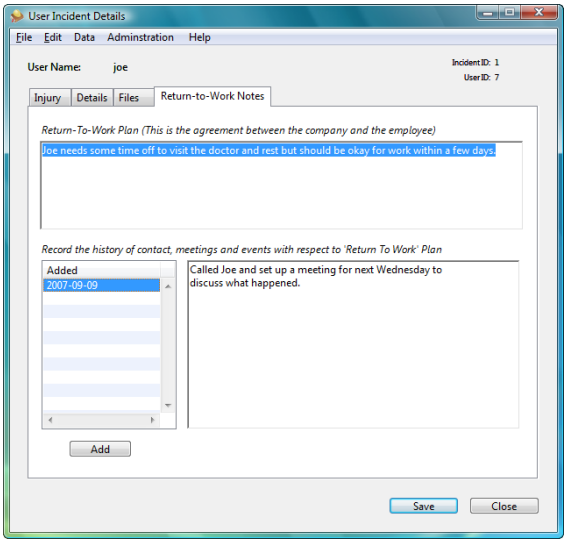
Figure 5.21. Incident User Files Panel



5.3.2.4. Return-to-Work

Any notes related to the user can be added here along with a return-to-work plan. Notes concerning all users or the Incident itself can be left in the All Notes section of the Incident Management window.

Figure 5.22. Incident User RW Panel


User Incident Details
File Edit Data Adminstration Help
User Name: joe
Incident ID: 1
User ID: 7
Injury Details Files Return-to-Work Notes
Return-To-Work Plan (This is the agreement between the company and the employee)
Joe needs some time off to visit the doctor and rest but should be okay for work within a few days.
Record the history of contact, meetings and events with respect to 'Return To Work' Plan
Added
2007-09-09
Called Joe and set up a meeting for next Wednesday to discuss what happened.
Add
Save
Close

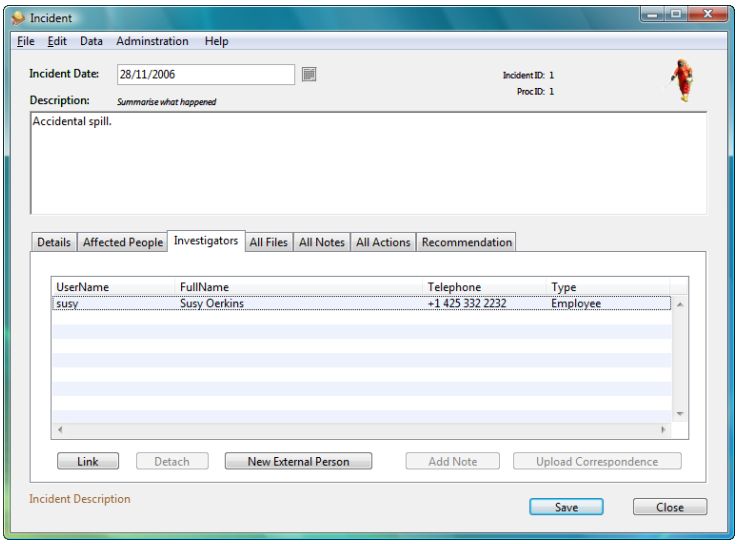
5.3.3. Investigators

During the course of documenting an Incident, an investigator may be chosen to report on or review the Incident. These investigators should have a user account

Tip

An Investigator can be assigned minimum access rights to assure that they cannot login to the Ricky Business SOS sosftware. For example uncheck the user parameter Login allowed and if you must assign the Investigator to a group then assign them the Read Only user role.

Figure 5.23. Incident Investigator Panel


Incident
File Edit Data Adminstration Help
Incident Date: 28/11/2006
Incident ID: 1
Proc ID: 1
Description: Summarise what happened
Accidental spill.
Details Affected People Investigators All Files All Notes All Actions Recommendation
UserName FullName Telephone Type
susy Susy Oerkins +1 425 332 2232 Employee
Link Detach New External Person Add Note Upload Correspondence
Incident Description
Save
Close

5.3.4. All Files

External documents associated with the Incident can be stored in the Risky Business SOS database. The Safety Officer can upload or export these documents from the Incident Files panel in the Incident window. Documents that are already loaded will be listed here with

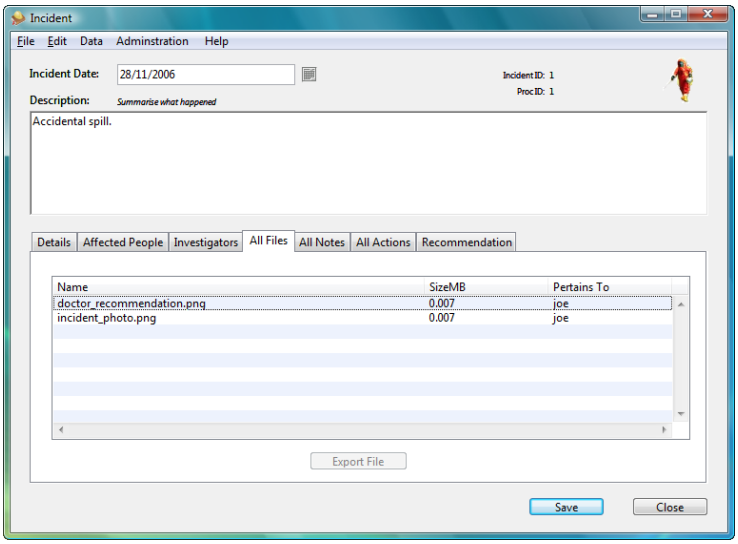
the following information. Information on the master file browser can be found in Section "*Documents*" on page 80.

- Name: the name of the file
- Size: size of the file in megabytes
- Added: the date the file was added
- Pertains to: the particular user that this file is about, if any

Caution

The size of the Risky Business SOS database will be increased according to the files that are added. Be sure that the database is on a disk drive with enough space to grow for your file storage needs. For example if you add 50 1 megabyte digital photos into the database then the database will grow by 50 megabytes. The current database size can be found in Figure 4.45, "Report Database Size"on page 86.

Figure 5.24. Incident Files Panel



These files can be also viewed from this window or from the File Browser window which is accessible under the Data > Documents menu item.

5.3.5. All Notes

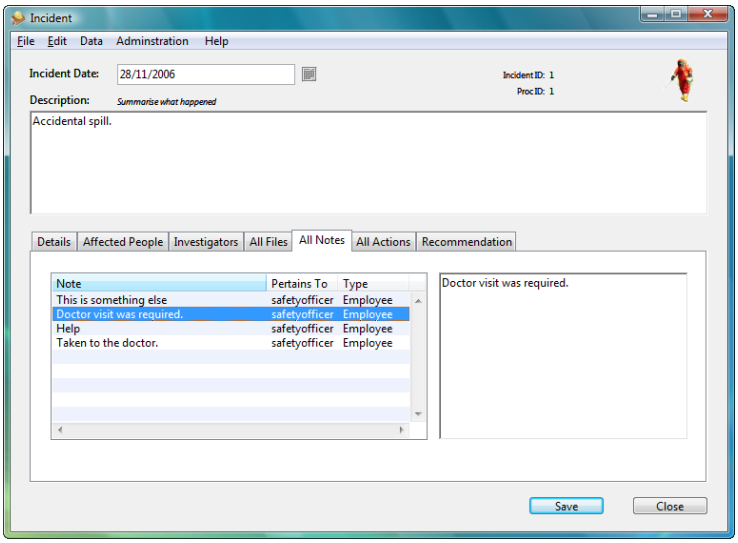
All notes related to the selected Incident are available in the All Notes panel of the Incident Window. This window allows reading of existing notes and the creation of new notes about the Incident. Existing notes are listed by the date the note was made and the first line of text from the note itself.

Either click on a note to read its contents or click the Add Note button to open the note editor and make a new note.

Tip

Because the first line of the note is used as the description, consider making the first line a short title of the note and then continue the rest of the contents below the first line.

Figure 5.25. Incident Notes Panel



5.3.6. All Actions

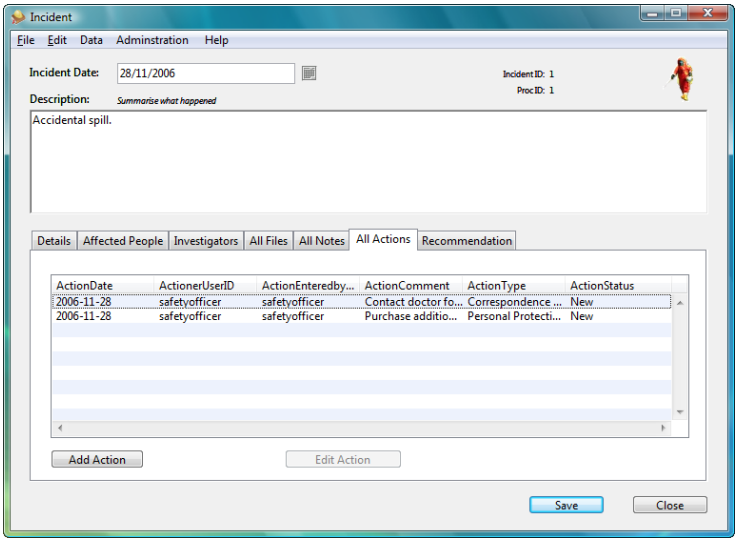
All Actions related to the selected Incident are available in the All Actions panel of the Incident Window. This window allows reading of existing Actions and the creation of new Actions for resolving and dealing with the Incident. Existing Actions are listed by the date the Action was made. The list will show the following information:

- ActionDate: the date the action should occur
- ActionUserID: the user who is responsible for completing the Action
- ActionEnteredBy: the user who created this Action item
- ActionComment: the first line of the Action details
- ActionType: the type of the Action
- ActionStatus: the current status of the Action

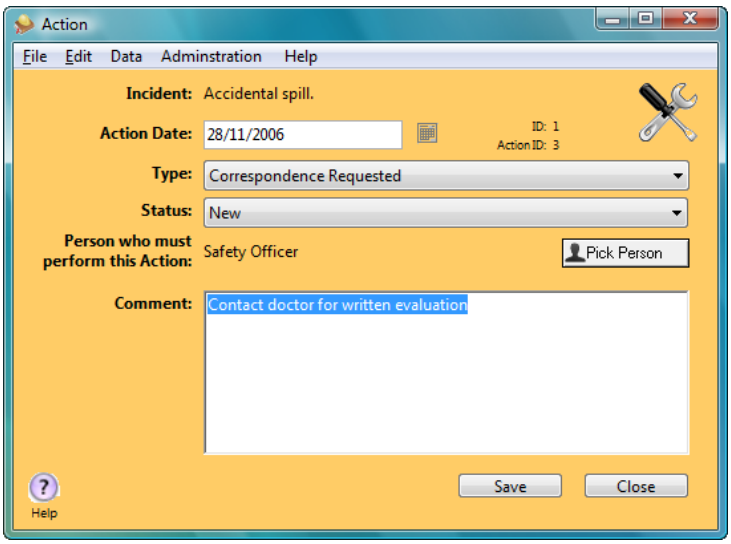
Tip

Because the first line of the Action comment is used as the description, consider making the first line a short title of the Action and then continue the rest of the contents below the first line.

Figure 5.26. Incident Actions Panel


Incident
File Edit Data Adminstration Help
Incident Date: 28/11/2006
Description: Summarise what happened
Accidental spill.
Incident ID: 1
Proc ID: 1
Details Affected People Investigators All Files All Notes All Actions Recommendation
ActionDate ActionerUserID ActionEnteredby... ActionComment ActionType ActionStatus
2006-11-28 safetyofficer safetyofficer Contact doctor fo... Correspondence ... New
2006-11-28 safetyofficer safetyofficer Purchase additio... Personal Protecti... New
Add Action
Edit Action
Save
Close

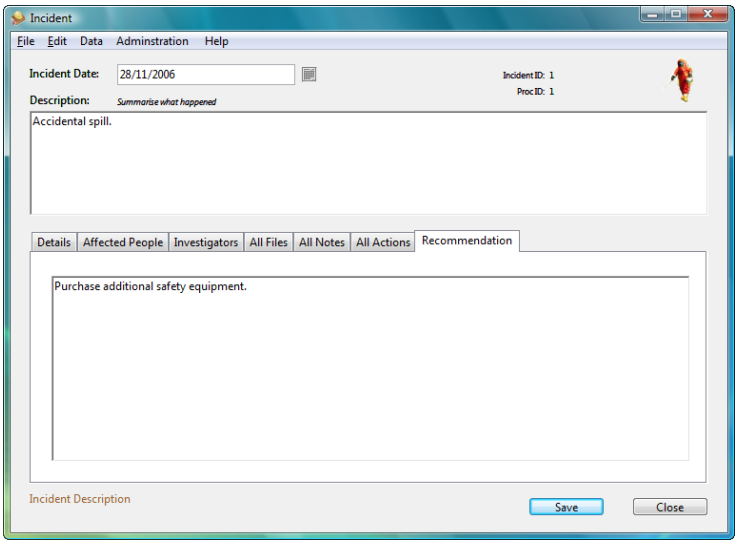
Clicking the Add Action or Edit Action button will open the Action window to create or edit an existing Action. Optionally double click on the Action to open the Action window. Details about the Action including the Date, Type, Status, Action Details and the person who is responsible to complete the action can be added her.



5.3.7. Recommendations

During and at the end of the Incident reporting one or more recommendations can be made to help avoid repeat Incidents or to improve the process of reporting the Incidents themselves. The Incident Recommendations panel is the place to enter in a detailed recomendation for the selected Incident.

Figure 5.27. Incident Recommendations Panel



6

Chapter 6
Managing Registers

This chapter will go through each of the main setup windows and panels of the Risky Business SOS software and describe their main features. The Chapter 5: "*Getting Down To Business*" on page 92 will present the windows that will be used on a regular basis. For examples of using these screens read the Chapter 3: "*Quick Start*" on page 28 for walk-through examples. Additional information on the workflow for the entire software can be found in Section "*Workflow*" on page 140.

6.1. Hazard Management

Your Risky Business SOS software can manage organizational hazards, even if they are not associated with a Procedure. A new *Hazard* can be created by all users of the System. That is, they can declare any risks that they perceive in the workplace. By default the Hazard is automatically assigned to the Assessor(s) or the Safety Officer of the user's group for corrective action and risk assessment.

Hazards can optionally be created, edited and linked to Procedures from a selected Procedure's Hazard panel. This allows the Hazard to identify particular risks and their resolution that are directly related to one or more Procedures.

Caution

Because linked Hazards are managed separately from a Procedure they can be in different states. For example a Hazard may become uncontrolled in an approved Procedure. The Procedure status will be changed to Awaiting Review only if the Hazard change is considered Major.

Each Hazard goes through the steps outlined below during its use in an organization.

1. Hazard Creation by anyone

2. Assign corrective tasks to a user to follow up with, by a Safety Officer or Assessor
3. Assess Hazard, by a Safety Officer or Assessor
4. Approve control or resolution of Hazard, by a Safety Officer or Assessor
5. Optionally link existing Hazards to one or more Procedures
6. Hazard Review and demotion to "Not Approved" status by Assessor, restart at step 2

A major change to a Hazard that is linked to one or more Procedures will cause those Procedures to have their status changed to Awaiting Review. This assures that important changes to the Hazard requires a linked Procedure to be reassessed and reviewed for risk.

Each Hazard that is created will include the following information.

- Hazard Name
- Hazard Type
- Hazard Status
- Hazard detailed description
- Affected people
- Possible controls to minimize or eliminate the Hazard

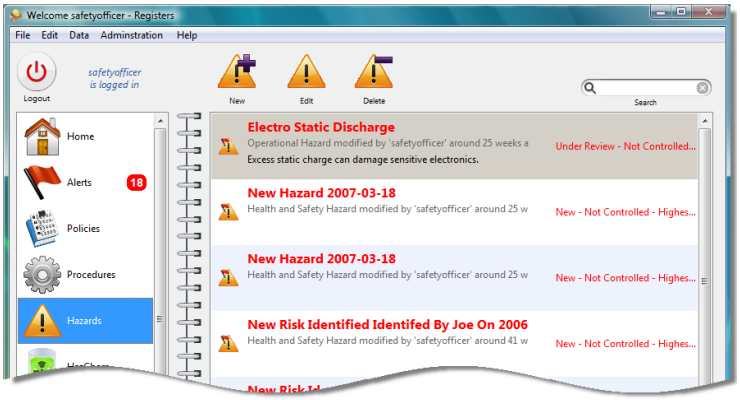
Hazard Assessment information is available only to Safety Officers and Assessors. As a Hazard is managed, different versions of it are recorded for later review using the Version management system as discussed in Section "*Version Viewer*" on page 152. Information on updating existing Hazards can be found in Section "*Hazard Update*" on page 150.

6.1.1. Hazard Overview

Hazards are accessed from the main window using the Hazard Browser. This will list all Hazards and show their current status. A search box is available to quickly find any Hazard by its name. From this list you can Print a hazard, View or Delete an existing Hazard or Create a new one.

Note

The demo application will create a single hazard that is properly assessed by the Safety Officer. The demo also automatically attached this to the only demo procedure.


Welcome safetyofficer - Registers
File Edit Data Adminstration Help
Logout
safetyofficer is logged in
New
Edit
Delete
Search
Home
Alerts
18
Policies
Procedures
Hazards
Electro Static Discharge
Operational Hazard modified by 'safetyofficer' around 25 weeks a
Excess static charge can damage sensitive electronics.
Under Review - Not Controlled...
New Hazard 2007-03-18
Health and Safety Hazard modified by 'safetyofficer' around 25 w
New - Not Controlled - Highes...
New Hazard 2007-03-18
Health and Safety Hazard modified by 'safetyofficer' around 25 w
New - Not Controlled - Highes...
New Risk Identified Identifed By Joe On 2006
Health and Safety Hazard modified by 'safetyofficer' around 41 w
New - Not Controlled - Highes...

6.1.2. New Hazard Window

Any user can create a Hazard and management will be automatically notified. Each new hazard will ask the Non-technical or Read-only user 1 question.

1. What Hazard do you see?

If an Assessor or Safety Officer creates a new Hazard, they are presented immediately with the Hazard Details Panel.

When the user is done entering the new Hazard they can click the Save button and if they are just viewing it, they can click the Close button when they are done. Viewing the Hazard later will also show this same window with the addition of the assessment status in the top center of the window.

Note

When a Hazard becomes controlled, the red scull and crossbones will disappear.

Figure 6.1. New Hazard Window

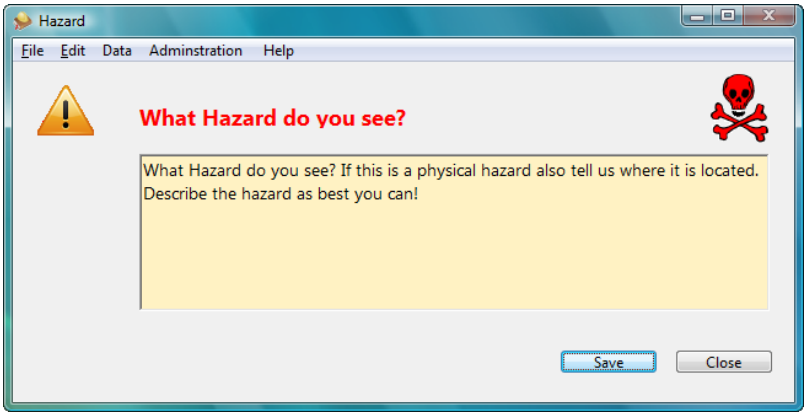
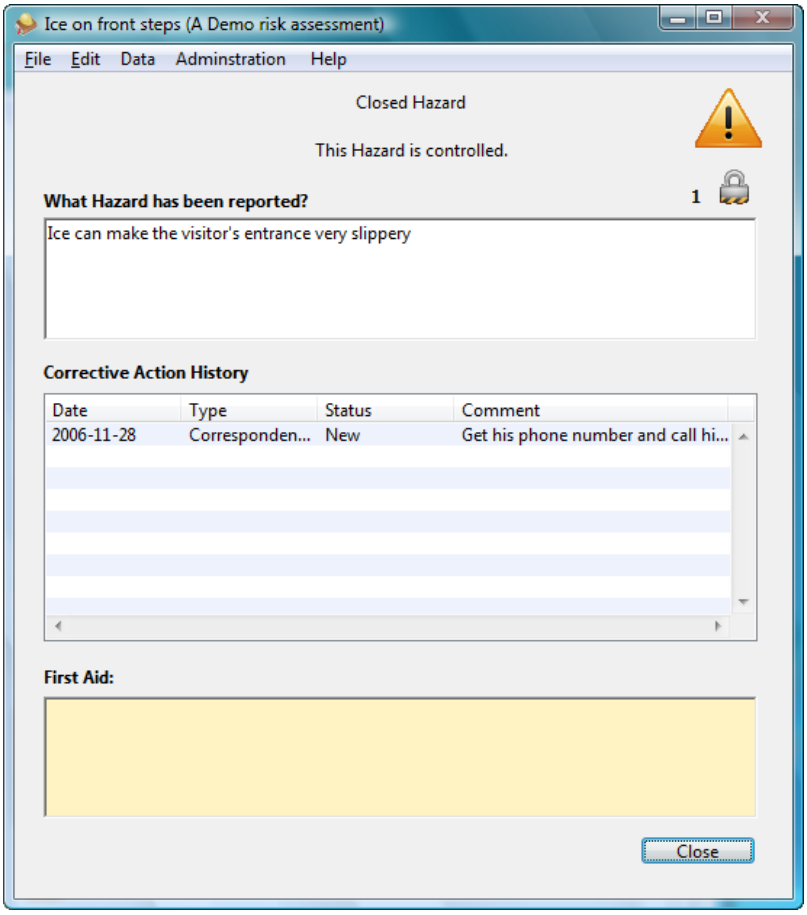

Hazard
File Edit Data Adminstration Help
What Hazard do you see?
What Hazard do you see? If this is a physical hazard also tell us where it is located.
Describe the hazard as best you can!
Save
Close

Figure 6.2. Hazard Review Window


Ice on front steps (A Demo risk assessment)
File Edit Data Adminstration Help
Closed Hazard
This Hazard is controlled.
What Hazard has been reported?
1
Ice can make the visitor's entrance very slippery
Corrective Action History
Date Type Status Comment
2006-11-28 Corresponden... New Get his phone number and call hi...
First Aid:
Close

A history list is available on the bottom of this window for users to see what actions have been taken to control this hazard.

Note

The Hazard Review window is read-only except when accessed by the Safety Officer or Assessor users.

6.1.3. Hazard Details Panel

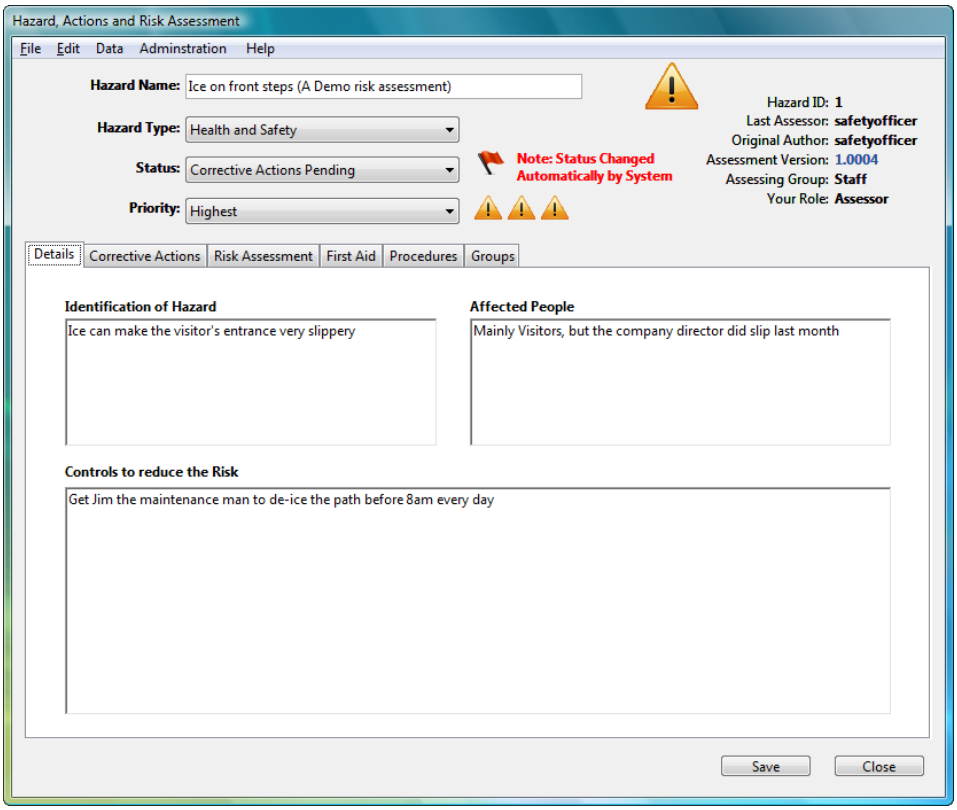
The Hazard Details panel is where hazards are managed by Safety Officer or Assessor users. In addition to showing the information from the New Hazard window, there are additional options for managing the Hazard such as the Hazard Risk Type and Hazard Status.

Caution

A Hazard status is just for describing where it is in the process of being controlled. The risk level and whether it is controlled or not controlled is assigned on the Risk Assessment tab.

When the user is done editing the Hazard they can click the Save button and if they are just viewing it, they can click the Close button when they are done. If there is a change to the Hazard, the user will be asked if it is a minor or major change for correctly changing the version number.

Figure 6.3. Hazard Details Panel


Hazard, Actions and Risk Assessment
File Edit Data Adminstration Help
Hazard Name: Ice on front steps (A Demo risk assessment)
Hazard Type: Health and Safety
Status: Corrective Actions Pending
Priority: Highest
Note: Status Changed Automatically by System
Hazard ID: 1
Last Assessor: safetyofficer
Original Author: safetyofficer
Assessment Version: 1.0004
Assessing Group: Staff
Your Role: Assessor
Details
Corrective Actions
Risk Assessment
First Aid
Procedures
Groups
Identification of Hazard
Ice can make the visitor's entrance very slippery
Affected People
Mainly Visitors, but the company director did slip last month
Controls to reduce the Risk
Get Jim the maintenance man to de-ice the path before 8am every day
Save
Close

Below is the information in the header of each Hazard.

- **Type**

  Health and Safety

  A direct threat to the health and safety of people

  Operational

  Associated with a process

  Environmental

  A direct threat to safety of the environment

  Quality Assurance

  Associated with the quality of work done

- **Status**

  Closed

  The Hazard has been controlled and the case has been closed

  Corrective Actions Pending

  Awaiting the result of corrective actions

  New

  A hazard that has just been created

  Under review

  Hazard has been seen by management and is currently under review

- **Priority**

  Highest

  A high priority hazard that should be resolved as soon as possible

  Medium

  An important hazard but not needing to be resolved immediately

Low
: A non-urgent hazard

6.1.4. Corrective Action Panel

The Corrective Actions panel is where one or more tasks can be identified and managed to help control the selected Hazard. This panel shows a list of all tasks required to resolve the selected Hazard, along with their type, status and any comments. From this window the tasks can be created, edited or deleted. Tasks are managed by the Safety Officer or the Assessor.

Each corrective action has the following information.

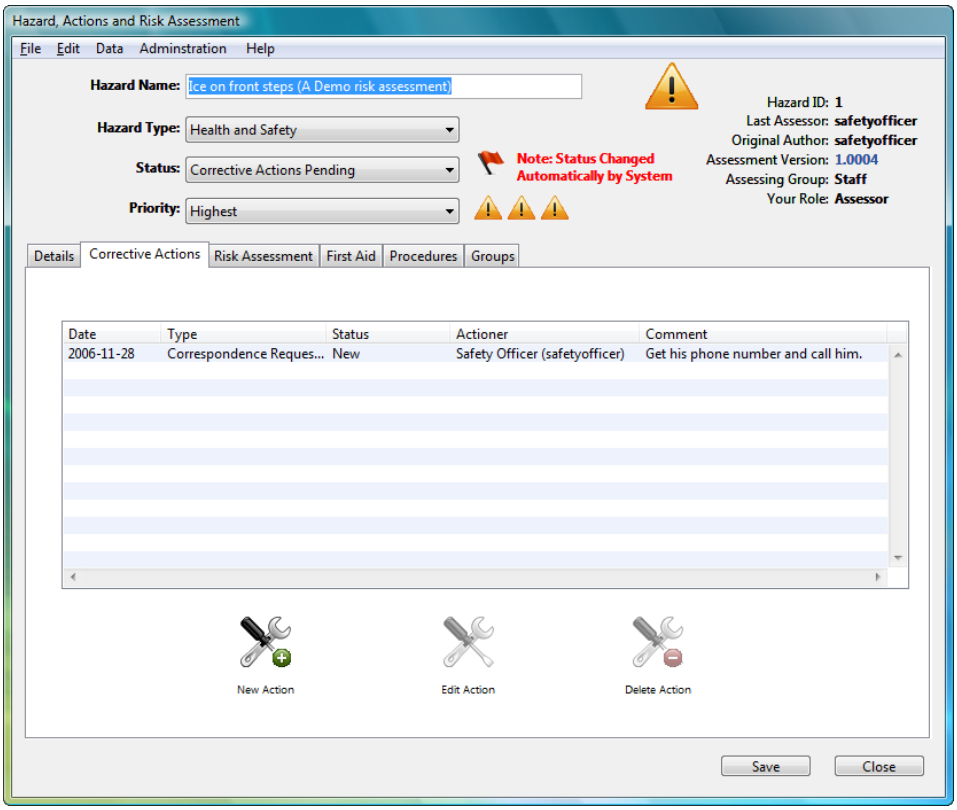
- Date: the date the activity should or did occur
- Type: Engineering/ Maintenance Required, Correspondence Requested, Escalation Required, Elimination Attempted, Isolation Attempted, or Personal Protective Equipment Supplied.
- Status: Closed, New or Requires Immediate Action
- Actioner: the person who must do the Action
- Comment: the first line of the action to be done

When the user is done editing the Hazard they can click the Save button and if they are just viewing it, they can click the Close button when they are done. If there is a change to the Hazard, the user will be asked if it is a minor or major change for correctly changing the version number.

Note

When a Hazard becomes controlled, the red scull and crossbones will disappear.

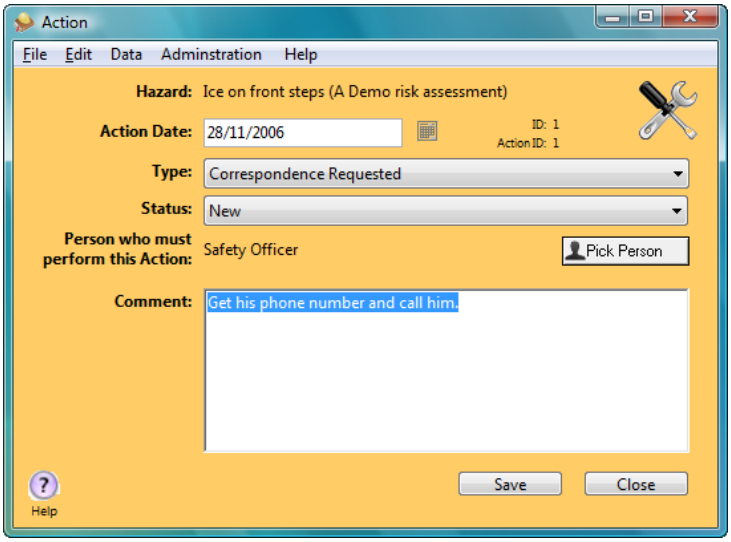
Figure 6.4. Corrective Action Panel


Hazard, Actions and Risk Assessment
File Edit Data Adminstration Help
Hazard Name: Ice on front steps (A Demo risk assessment)
Hazard Type: Health and Safety
Status: Corrective Actions Pending
Priority: Highest
Note: Status Changed Automatically by System
Hazard ID: 1
Last Assessor: safetyofficer
Original Author: safetyofficer
Assessment Version: 1.0004
Assessing Group: Staff
Your Role: Assessor
Details Corrective Actions Risk Assessment First Aid Procedures Groups
Date Type Status Actioner Comment
2006-11-28 Correspondence Reques... New Safety Officer (safetyofficer) Get his phone number and call him.
New Action
Edit Action
Delete Action
Save
Close

When the user creates a new corrective action or edits an existing action the Action Dialog will open which contains all of the task information listed above. Additionally a Pick Person is available to select which user will be responsible for completing the action.

After editing this information, the user can either close the dialog without saving or save the dialog information.

Figure 6.5. Action Dialog



6.1.5. Risk Assessment Panel

When a Hazard is controlled it is considered safe to use in Procedures and it is otherwise not a danger to employees. The Safety Officer or Assessor is responsible for deciding if the controls to to reduce or eliminate the risks is sufficient to control the selected Hazard.

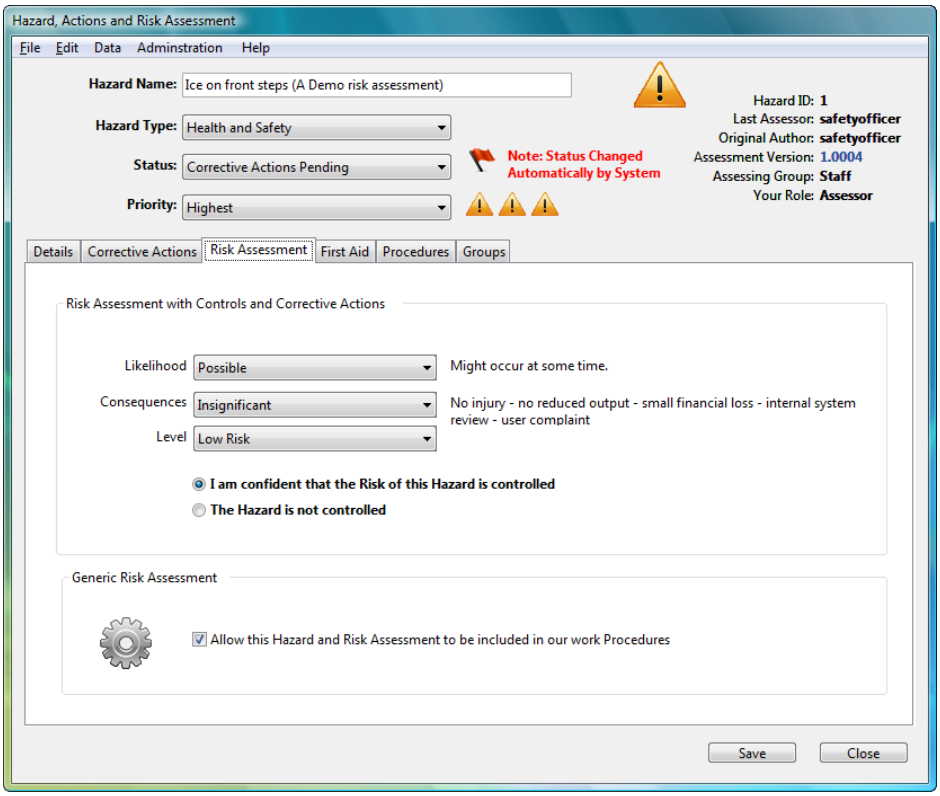
To properly assess this decision, the Safety Officer or Assessor must evaluate the Likelihood, Consequences, and Level of Risk and then make the final decision if the Hazard is in fact controlled.

When the user is done editing the Hazard they can click the Save button and if they are just viewing it, they can click the Close button when they are done. If there is a change to the Hazard, the user will be asked if it is a minor or major change for correctly changing the version number.

Note

When a Hazard becomes controlled, the red skull and crossbones will disappear from this Hazard.

Figure 6.6. Hazard Assessment Panel


Hazard, Actions and Risk Assessment
File Edit Data Adminstration Help
Hazard Name: Ice on front steps (A Demo risk assessment)
Hazard Type: Health and Safety
Status: Corrective Actions Pending
Priority: Highest
Note: Status Changed Automatically by System
Hazard ID: 1
Last Assessor: safetyofficer
Original Author: safetyofficer
Assessment Version: 1.0004
Assessing Group: Staff
Your Role: Assessor
Details Corrective Actions Risk Assessment First Aid Procedures Groups
Risk Assessment with Controls and Corrective Actions
Likelihood Possible
Might occur at some time.
Consequences Insignificant
No injury - no reduced output - small financial loss - internal system review - user complaint
Level Low Risk
I am confident that the Risk of this Hazard is controlled
The Hazard is not controlled
Generic Risk Assessment
Allow this Hazard and Risk Assessment to be included in our work Procedures
Save
Close

If the hazard is not meant to be used within a Procedure, the user can uncheck the checkbox titled "Allow this Hazard and Risk Assessment to be included in our Work Procedures." Doing this will stop any user from linking this Hazard to a Procedure.

Below are the hazard assessment parameters and their possible values.

- **Likelihood**

  Rare
  : May occur only in exceptional curcumstances

  Unlikely
  : Could occur at some time

  Possible
  : Might occur at some time

  Likely
  : Will probably occur in most circumstances

  Almost Certain
  : Is expected to occur in most circumstances

- **Consequences**

  Insignificant
  : No injury, no reduced output, small financial loss, internal system review, user complaint

  Minor
  : Non-lost time injury, disruption to working systems, financial loss, systems review

  Moderate
  : Lost-time injury, disruption to users, high financial loss, possible litigation, systems review, management concerns

Major

Permanent injury, major loss of service to users, major financial loss, possible litigation and fines, systems review by external agency, possible industrial action

Catastrophic

Death, complete loss of service or output, huge financial loss, possible fine and compensation, likely litigation, systems reviewed by external agency, impact on industry

- **Level**

Extreme Risk

Immediate action required

High Risk

Senior management attention required

Moderate Risk

Management responsibility must be specified

Low Risk

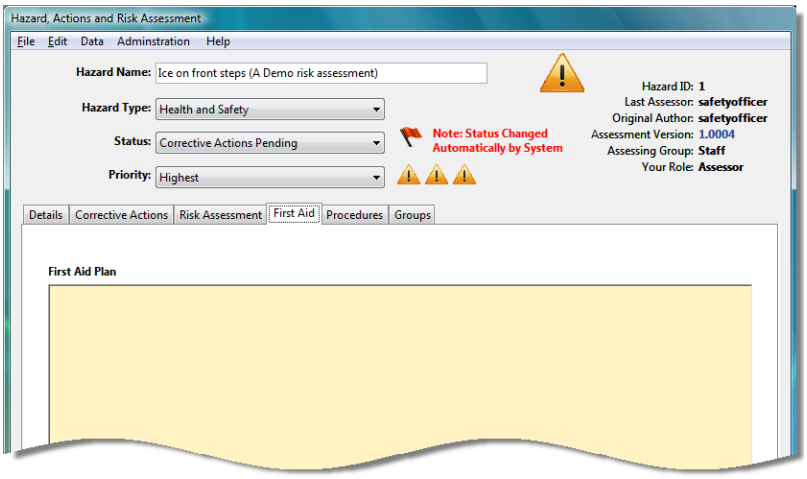
Manage by routine procedures

- **Controlled/ not controlled checkbox**
- **Allow this Hazard and Risk Assessment to be included in our work Procedures**

6.1.6. First Aid Panel

This panel contains text explaining any first aid tasks that should be associated with the selected Hazard.

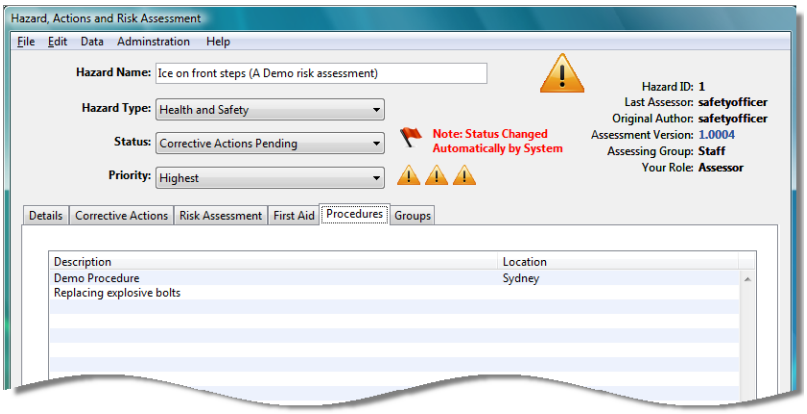
Figure 6.7. Hazard First Aid Panel



6.1.7. Active Procedures Panel

This panel lists all Procedures that are linked to the selected Hazard. Any major changes to the Hazard will affect these Procedures.

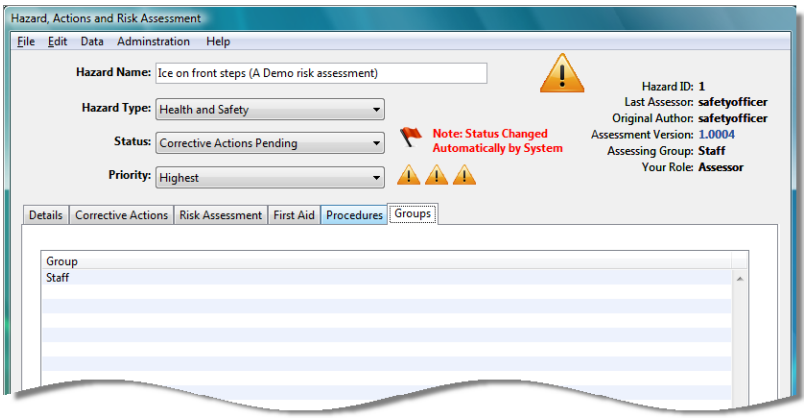
Figure 6.8. Hazard Procedure Panel



6.1.8. Group Panel

This panel lists the groups that are affected by this Hazard.

Figure 6.9. Hazard First Aid Panel


Hazard, Actions and Risk Assessment
File Edit Data Adminstration Help
Hazard Name: Ice on front steps (A Demo risk assessment)
Hazard Type: Health and Safety
Status: Corrective Actions Pending
Priority: Highest
Note: Status Changed Automatically by System
Hazard ID: 1
Last Assessor: safetyofficer
Original Author: safetyofficer
Assessment Version: 1.0004
Assessing Group: Staff
Your Role: Assessor
Details Corrective Actions Risk Assessment First Aid Procedures Groups
Group
Staff

6.2. Substances Library

The Risky Business SOS software can manage thousands of chemical substances including their CAS and UN numbers when available. Each chemical can be edited by the Safety Officer. Many additional characteristics can be stored for each chemical, including a Material Safety Datasheet. This data is stored in the database and linked to Procedures that use these substances.

When a chemical is added to a Procedure, the safety information will be copied into the Procedure data and updated automatically. When used in a Procedure, additional safety information can be included relating to the use of the selected Chemical in the specified Procedure. Below is a list of the paramers that can be recorded for each chemical substance.

- Substance Name
- MSDS form
- Alternative Substance Name
- Hazardous Substance Type
- First Aid (safety)
- Storage and Disposal (safety)
- Spill Notes (safety)

- Radionuclide Hazard Group (safety)
- Biological Hazard Level (safety)
- Chemical Hazard Categories (safety)
- Dangerous Goods Class (safety)
- CAS Number
- UN Number
- Appearance
- Source of Information
- 4 custom fields
- Suppliers

Each chemical also has a list of all existing Procedures using the selected chemical and all Locations where the selected chemical is being used.

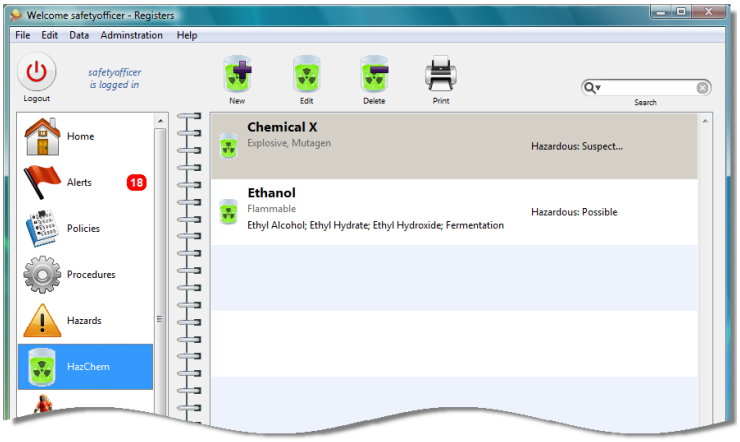
As a Chemical Substance is managed, different versions of it are recorded for later review using the Version management system as discussed in Section "*Version Viewer*" on page 152. Information on updating existing Substances can be found in Section "*Updating Chemicals*" on page 148.

6.2.1. Substance Overview

Chemical Substances are accessed from the main window using the HazChem Browser. This will list all Chemical Substances and show their Chemical Hazard Category and its Hazardous risk rating. A search box is available to quickly find any Chemical Substance by its name, CAS or UN number.

Tip

It is also possible to export selected Substances into a text file and for transfer to other users of Risky Business SOS. For more information see Section "Exchange Objects" on page 150.



From this window a Safety Officer or Assessor can do the following tasks.

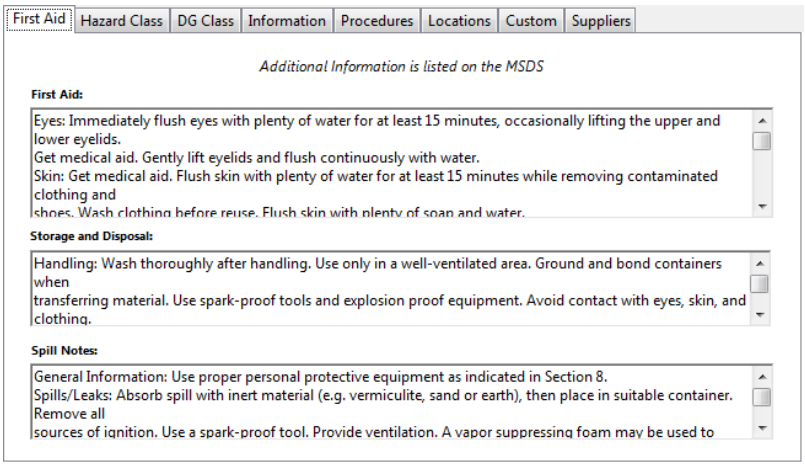
- Create a new Chemical Substance
- View or Edit an existing Chemical Substance
- Delete an existing Chemical Substance
- Print a label for an existing Chemical Substance
- Export or Import a Chemical Substance

6.2.2. First Aid

First Aid information for the selected chemical will be stored in two different locations. The main information as taken from an MSDS form will be kept in the Substance Library. Additional First Aid information is kept with each Procedure that uses the selected chemical. This information from the Substance Library will be copied and automatically updated to any Procedure using the selected substance. The following parameters can be entered in the First Aid section of each Chemical in the Substance Library.

- First Aid: emergency First Aid notes for the selected chemical
- Storage and Disposal: proper process for storing or disposing of the selected chemcial
- Spill Notes: emergency and label notes for sleaning accidental spills of the selected chemical

Figure 6.10. Chemical First Aid Panel


First Aid
Hazard Class
DG Class
Information
Procedures
Locations
Custom
Suppliers
Additional Information is listed on the MSDS
First Aid:
Eyes: Immediately flush eyes with plenty of water for at least 15 minutes, occasionally lifting the upper and lower eyelids.
Get medical aid. Gently lift eyelids and flush continuously with water.
Skin: Get medical aid. Flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and
shoes. Wash clothing before reuse. Flush skin with plenty of soap and water.
Storage and Disposal:
Handling: Wash thoroughly after handling. Use only in a well-ventilated area. Ground and bond containers when
transferring material. Use spark-proof tools and explosion proof equipment. Avoid contact with eyes, skin, and clothing.
Spill Notes:
General Information: Use proper personal protective equipment as indicated in Section 8.
Spills/Leaks: Absorb spill with inert material (e.g. vermiculite, sand or earth), then place in suitable container. Remove all
sources of ignition. Use a spark-proof tool. Provide ventilation. A vapor suppressing foam may be used to

Note

Updating the First Aid information in the Substance Library will also update this information within each Procedure using the selected Chemical.

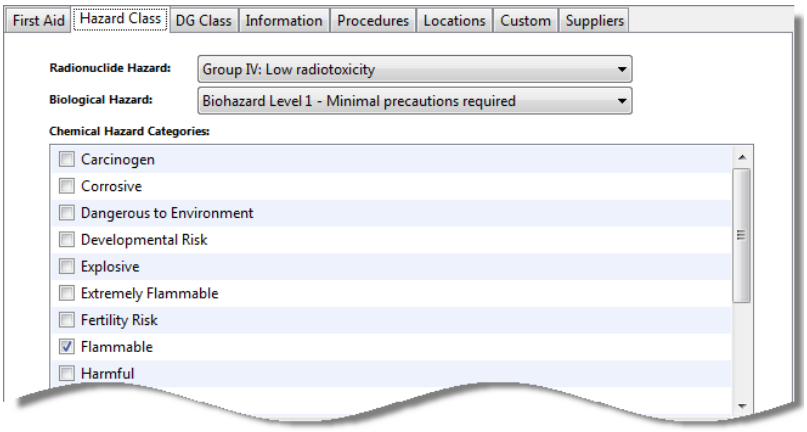
Information on Procedure specific First Aid can be found in Section "*First Aid*" on page 99.

6.2.3. Hazard Class

Substance hazards have the potential to harm the health or safety of persons in the workplace including substances which may be produced in the workplace (eg .from welding rods, plastics Proceduring etc.). This information can be stored with each chemical in the Substance Library and will be copied to each Procedure using the selected chemical.

The Australian National Commission has defined a Hazardous Substance as a substance that: is included in the Australian National Commission's List of Designated Hazardous Substances (about eight hundred substances); or meets the criteria for a hazardous substance in the National Commission's Approved Criteria for Classifying Hazardous Substances. It excludes certain substances whose presence or use is not related to a work activity, being foodstuffs, therapeutic agents, cosmetics, tobacco and its products and toiletries and toilet products. This information should be in the MSDS form for the chemical substance.

Figure 6.11. Chemical Hazards Panel



The following 3 categories of Hazard information can be stored with each chemical substance.

- Radionuclide Hazard Group
- Biological Hazard Level
- Chemical Hazard Categories

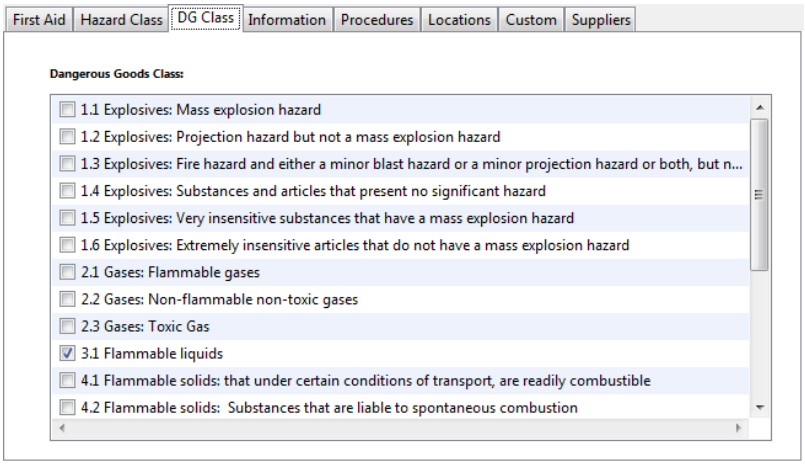
Caution

Updating the Hazards information in the Substance Library will also update this information within each Procedure using the selected Chemical. This can possibly change the assessment previously made on those Procedures and require a new assessment to be made. For example a chemical is discovered to be more hazardous than was previously known.

6.2.4. DG Class

The Australian Code for the Transport of Dangerous Goods by Road and Rail classifies Dangerous Goods by description of the danger. Using the Chemical Dangers Panel you can record that classification directly in the Risky Business SOS database. This information should be in the MSDS form for the selected chemical substance.

Figure 6.12. Chemical Dangers Panel


First Aid
Hazard Class
DG Class
Information
Procedures
Locations
Custom
Suppliers
Dangerous Goods Class:
1.1 Explosives: Mass explosion hazard
1.2 Explosives: Projection hazard but not a mass explosion hazard
1.3 Explosives: Fire hazard and either a minor blast hazard or a minor projection hazard or both, but n...
1.4 Explosives: Substances and articles that present no significant hazard
1.5 Explosives: Very insensitive substances that have a mass explosion hazard
1.6 Explosives: Extremely insensitive articles that do not have a mass explosion hazard
2.1 Gases: Flammable gases
2.2 Gases: Non-flammable non-toxic gases
2.3 Gases: Toxic Gas
3.1 Flammable liquids
4.1 Flammable solids: that under certain conditions of transport, are readily combustible
4.2 Flammable solids: Substances that are liable to spontaneous combustion

Caution

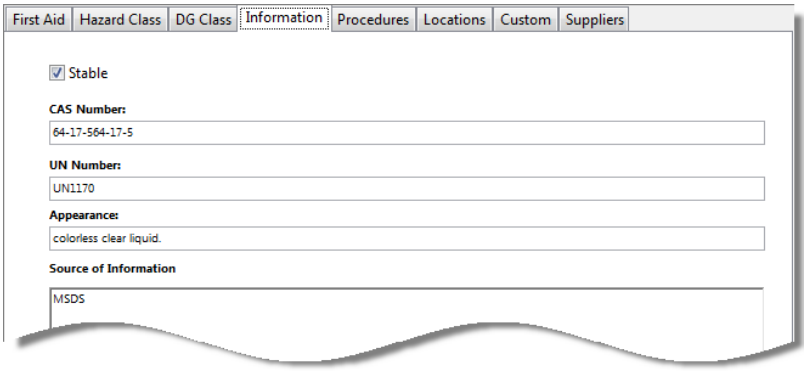
Updating the Dangers information in the Substance Library will also update this information within each Procedure using the selected Chemical. This can possibly change the assessment previously made on those Procedures and require a new assessment to be made. For example a chemical is reclassified by the government.

6.2.5. Information

General information about the selected chemical substance can be recorded using the Chemical Information Panel. The information here is generally for reference in case additional data is required about the selected chemical. The data that you can store here includes the following items.

- Stable: is the chemical stable or not
- CAS Number: an internationally recognized registration number assigned by the Chemical Abstracts Service
- UN Number: also known as the Substance Identification Number
- Appearance: description of the chemical appearance
- Source of Information: the source of information

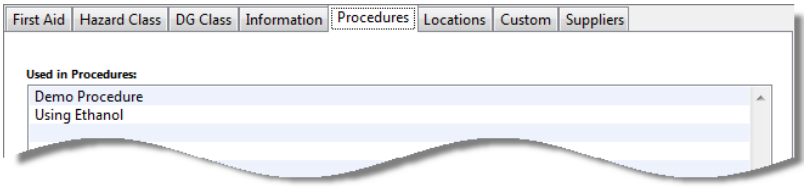
Figure 6.13. Chemical Information Panel



6.2.6. Procedures

The Procedure Usage panel provides a list of all Procedures that use the selected Chemical Substance. This information is updated automatically from the database. More information on Chemical use in a Procedure can be found in Section “*Chemicals*” on page 96.

Figure 6.14. Procedure Usage Panel

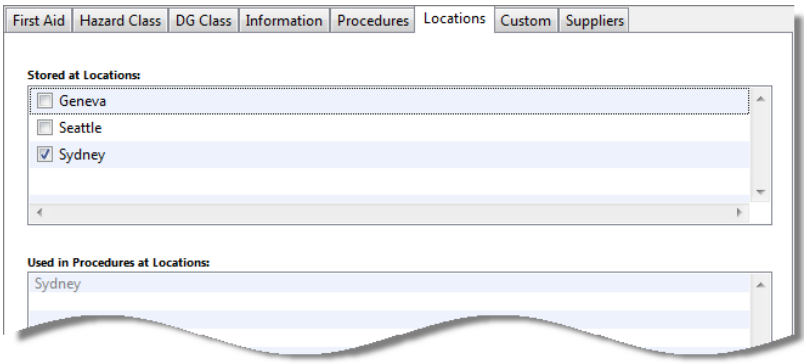


6.2.7. Locations

The Chemical Location panel provides a list of all Locations that use the selected Chemical Substance in a Procedure. Additionally, it is possible to identify locations where the chemical is being stored.

The Stored at Locations list shows locations where the selected chemical substance is being stored. Simply check the box next to all desired locations. Additional locations can be entered by the Safety Officer using the Administration window. Additional information on managing Locations can be found in Section "*Location*" on page 71.

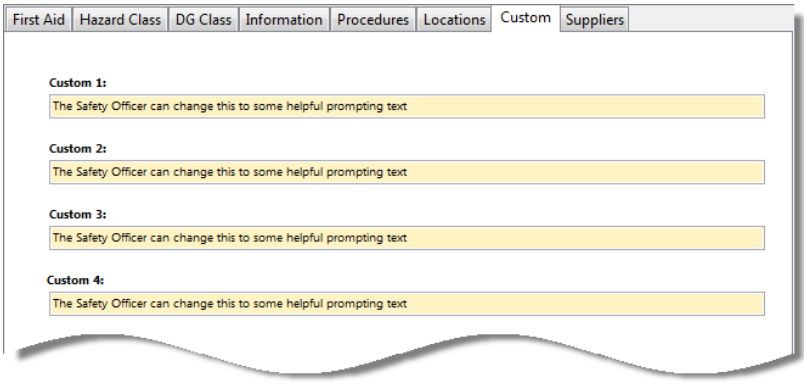
Figure 6.15. Chemical Location Panel



6.2.8. Custom

There are 4 text fields available for your organizations custom use. Each of the 4 fields accepts a single line of data. The default data for these fields can be edited in the Administration > Company Setup menu item and select the Templates tab as shown in Section "*Prompts Setup*" on page 84.

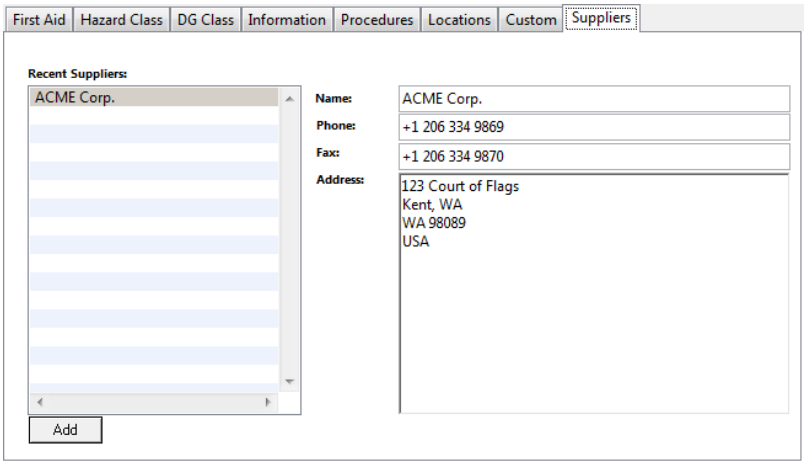
Figure 6.16. Custom Chemical Panel



6.2.9. Suppliers

Each chemical substance can have one or more suppliers associated with it. Clicking the Add button allows you to add additional suppliers for the selected chemical from the list of External Contacts. To add additional External Contacts you must go to the Administration > Users menu item and select the External Contacts tab.

Figure 6.17. Chemical Supplier Panel

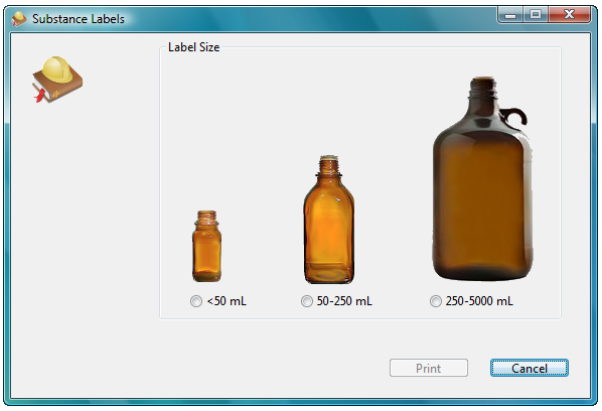


6.2.10. Labels

Each chemical can have a custom label printed for it. This option is available from the Substance Overview panel to the Safety Officers. The process to print the labels is listed below.

1. select the chemical that you want to print labels for by clicking on its name
2. click the Label button
3. select the size of label corresponding to the size of the bottle
4. click the Print button

Figure 6.18. Chemical Labels Panel



Labels are not sent directly to a printer but are saved as a RTF file to your computer. After the file is saved your default RTF editing software will be opened to print the label. Microsoft Word is one such software editor that can be used.

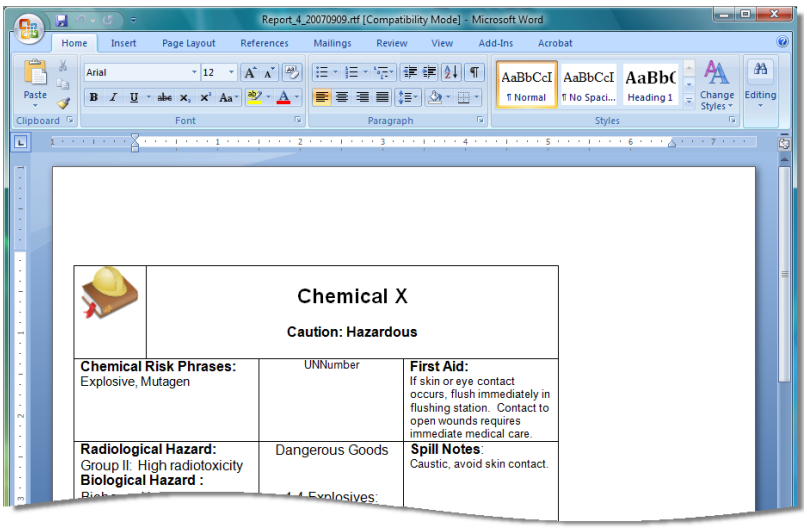
Tip

If you do not like the placement of the label on the page you can drag your mouse over the upper left corner of the table until a four way arrow in a box appears. By clicking on this box you can then drag the table around the page.

Tip

If you are using label papers like Avery Labels, it is possible to use the Microsoft Word Labeling wizard to create a new, empty template page for

your label size. Then you can cut and paste the label from Risky Business SOS into the blank template page.



6.3. Policies

Some organizations have strict policies concerning the creation of their Standard Operating Procedures. The Risky Business SOS software allows administrators to create one or more policies and assign them to different user groups. Version control is also available to track policy changes and the author of those changes. This data is stored in the database and linked to groups that use these policies.

Tip

It is also possible to export selected Policies into a text file and for transfer to other users of Risky Business SOS. For more information see Section “Exchange Objects” on page 150.

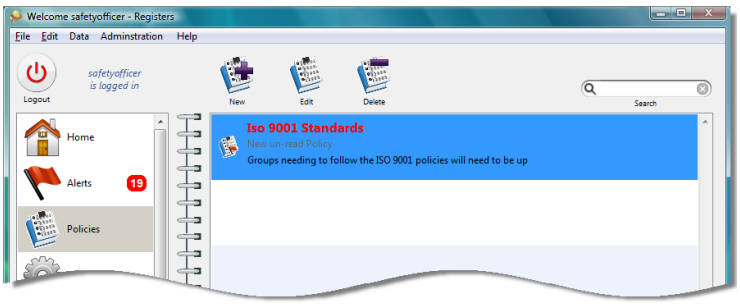
All users in the group for which the policy applies, will be prompted to read the policy when it is created or updated.

Below is a list of the paramers that can be recorded for each policy.

- Policy Title
- Policy Details
- Version
- Groups

6.3.1. Policy Overview

The Policy Overview panel is available from the main window by clicking on the Policies tab. Individual policies are listed here. A search box is available to quickly find a Policy. From this list a Safety Officer can Edit or Delete an existing Policy or create a new one. Other users can view the Policies from this list. More information on Policy Management can be found in Section “*Policies*” on page 132.



From this window an Admistrator can do the following tasks.

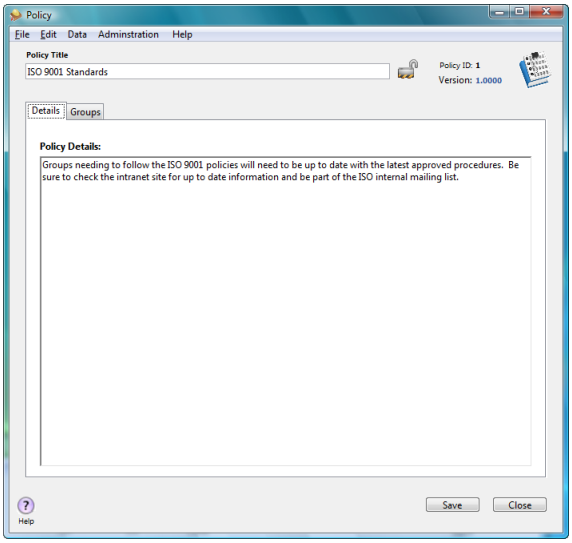
- Create a new Policy
- Edit an existing Policy
- Delete an existing Policy
- Export or Import a Policy

6.3.2. Policy Details

Each Policy will have a title and a definition of the selected policy. The following parameters can be entered in the Text section of each Policy.

- Policy Title: name of the current policy
- Policy Details: descriptive text of the current policy

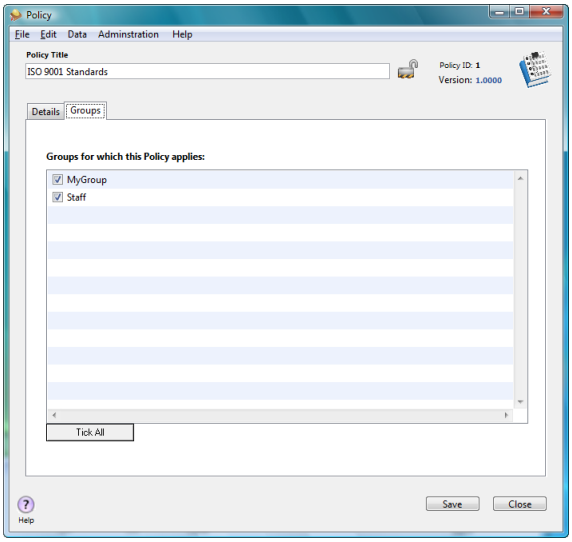
Figure 6.19. Policy Details Panel


Policy
File Edit Data Adminstration Help
Policy Title
ISO 9001 Standards
Policy ID: 1
Version: 1.0000
Details
Groups
Policy Details:
Groups needing to follow the ISO 9001 policies will need to be up to date with the latest approved procedures. Be sure to check the intranet site for up to date information and be part of the ISO internal mailing list.
Help
Save
Close

6.3.3. Policy Groups

Each Policy can be associated with one or more groups. Each available group is listed in this panel. An Administrator can check individual user groups or can select all existing user groups by clicking the Tick All button.

Figure 6.20. Policy Groups Panel

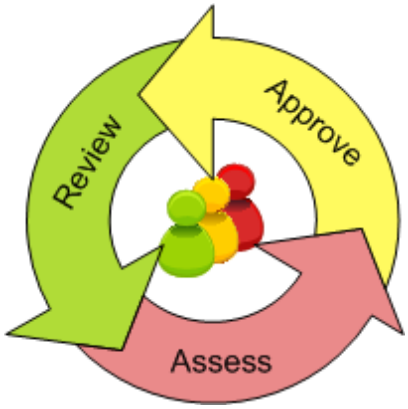


7

Chapter 7
User Roles And Workflow

Risky Business SOS is designed to delegate the work in building, learning and improving work procedures in hazardous environments. To meet this goal, multiple user roles and workflows have been designed using current industry "Best Practices".

Each User of the software can be assigned one or more different User Roles that will give them access to different levels of the software. Task workflows manage important activities done by the 5 roles.



Tip

Consultation is a central feature of risk management. Involving the people who do the work, in identifying hazards and deciding how to control risks is the most effective way to manage workplace health and safety. Risky Business SOS encourages employees to inform management about new hazards in the work place.

7.1. User Roles

The use of the Risky Business SOS program is different depending on the user role of the person using the software. There are 5 different user roles that can be used with the Risky Business SOS software. Each user role has different access rights and responsibilities. These roles are usually chosen when the user is created but they can also be changed later by the Safety Officer.

Table 7.1. User Roles

Role	Description
SafetyOfficer	This is the system administrator. This user creates Users, groups, locations and adds chemicals and can access all parts of the software.
Assessor	Makes a formal Risk Assessment of the SOP and digitally signs the document. This role is for managers who take the legal responsibility of assessing a SOP. They can "Approve", or "Un-approve" a SOP.
Technical	Creates SOPs, describes context, adds supporting documentation. Includes all Chemicals and assigns risk of chemical usage. This role is for experienced individuals who create the SOP (including having read the appropriate MSDS forms) .
NonTechnical	Reads the SOP and digitally signs the document agreeing to follow the procedure. This role is for employees who need to follow the procedure's instructions. They can add comments but not change any details.
ReadOnly	This role is for employees/ users who need access but cannot change any details. This user does not have the rights to export any data or documents.

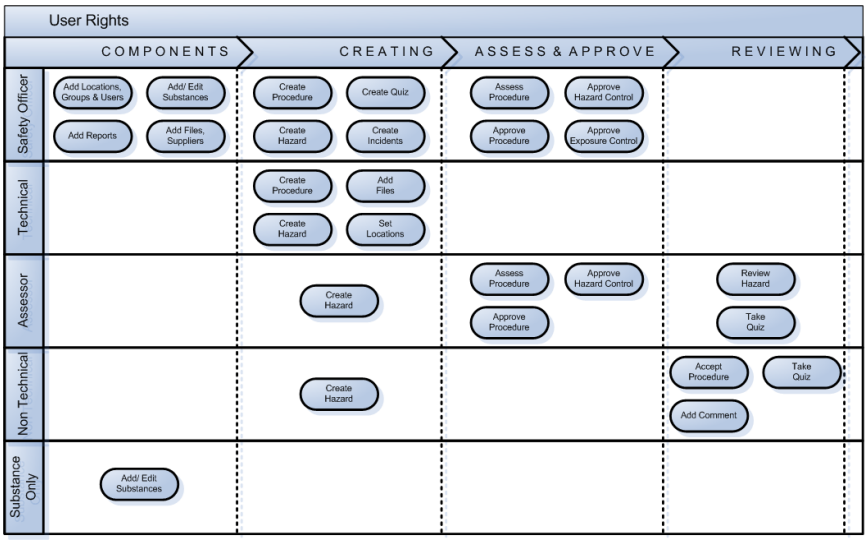
Each User is assigned to one or more groups and within those groups, each user has a selected role. Each User within a group can only be assigned one User Role, however if a user is assigned to additional groups, that user could have a different User Role in the other group.

When there are conflicting User Roles, the User Role associated to the Primary Group will be the User Role assigned to the user. For example a user can join a group named MyGroup and be assigned the ReadOnly role and also be in the group Staff where they are given the Assessor role. The MyGroup is the Primary Group for the user. When logging into the software, the user permissions will be based on ReadOnly.

Note

The Safety Officer role is the only role that can be assigned in addition to the User role in a group. Additionally, a User can be a Safety Officer without being a part of any group.

Figure 7.1. User Rights Diagram



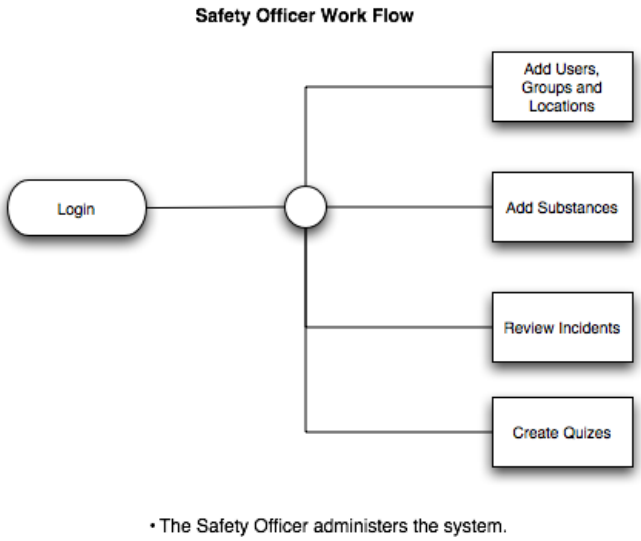
7.1.1. Safety Officer Usage

The Safety Officer can add Users, Groups, assign User Roles and manage physical Locations in the system. This user adds all chemicals to the chemical substance register. This user also manages Incidents.

In a small organization there might only be the Safety Officer and the Non Technical Users (also known as the end user or the employees who will carry out the procedure). In this case the Safety Officer will take on the roles of the Technical User and Assessor.

In a large organization, these additional roles are often different people.

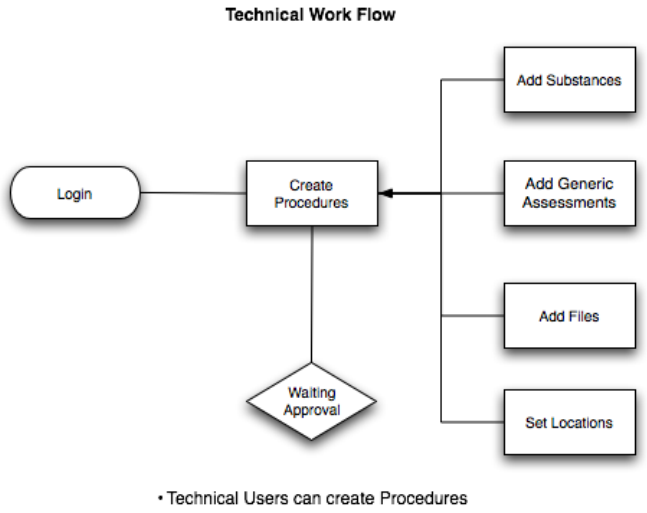
Figure 7.2. Safety Officer Workflow



7.1.2. Technical Role Usage

This user creates SOPs, describes context, adds supporting documentation. The Technical user also links Chemicals to Procedures and assigns risk of chemical usage. They cannot approve a SOP. They gather all the necessary data into a process that others can follow. Your role here is to create new procedure. The Assessor or Safety Officer will assess and approve or un-approve your procedure and assessment.

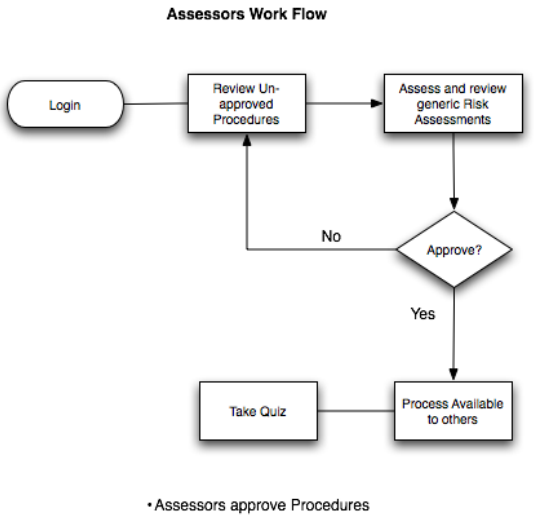
Figure 7.3. Technical User Workflow



7.1.3. Assessor Role Usage

The Assessor makes a formal Risk Assessment of the SOP and digitally signs the document.

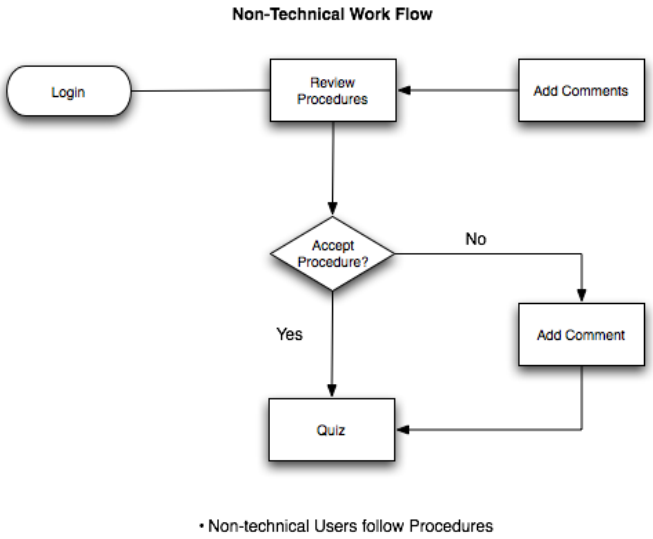
Figure 7.4. Assessor Workflow



7.1.4. NonTechnical Role Usage

This user reads the SOP and digitally signs the document agreeing to follow the Procedure. This user can also take quizzes associated with each Procedure to verify understanding of essential issues.

Figure 7.5. NonTechnical User Workflow



7.2. Permissions

The table below lists activities that each user can do. When the word "Manage" is used it means to create, edit and delete the specified information.

- SO: Safety Officer
- TU: Technical User
- AS: Assessor
- NT: Non Technical
- RO: Read Only

Table 7.2. Role Permissions

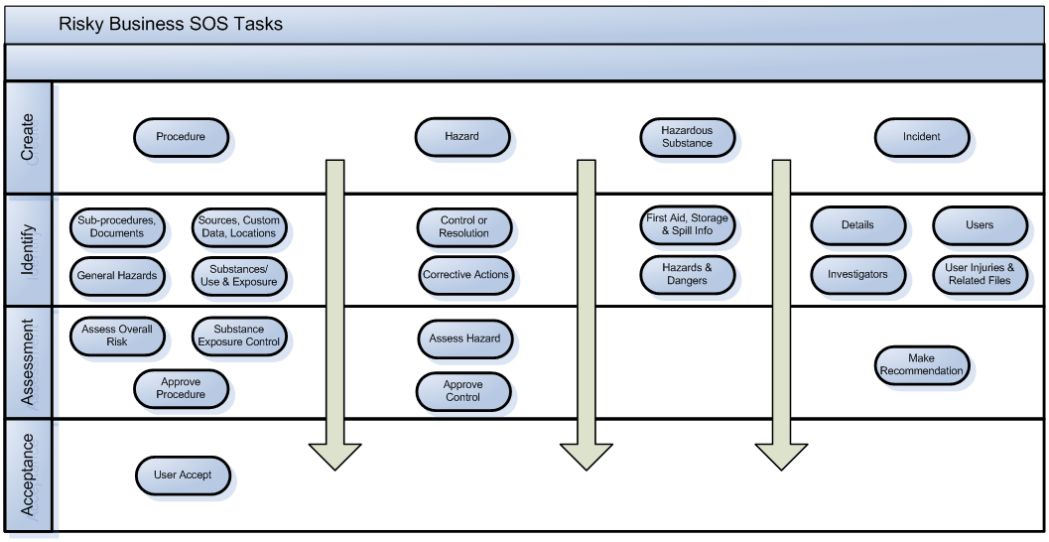
Activity	Safety Officer	Technical User	Assessor	NonTechnical	Read Only
Manage Groups, Locations, Users	X				
View Locations	X	X	X	X	X
View User Details	X				
Manage Substances & Hazards	X				
View Substances	X	X	X		
Manage all document files	X				
Create/ Edit Procedures	X	X			
Delete Procedures	X				
Add/ Delete Procedure Substances	X	X			
Add/ Delete Hazards	X	X			
Add/ Delete Procedure Documents	X	X	X		
View Procedure Documents	X	X	X	X	X
Add Procedure Comment	X	X	X	X	X
Assess Procedure Overall Risk	X	X	X		
Approve/ Unapprove Procedure	X		X		
Read Procedure	X	X	X	X	X
Agree To Procedure	X	X	X	X	
Make Quizzes	X				
Take Quizzes	X	X	X	X	X
Create Hazard	X	X	X	X	X
Edit/ Delete Hazard	X				
Assess Hazard	X		X		
View Hazard	X	X	X	X	X
Print Hazard	X				
Make/ Edit Reports	X				
Select Report Group Access	X				
Print Reports	X	X			
Print Labels	X				
Manage Incidents	X				

7.3. Workflow

There are 4 general tasks that an organization will manage when using this software.

- Procedures
- Hazards
- Chemical Substances
- Incidents
- Policies

Figure 7.6. Workflow Diagrams



7.3.1. Procedures

Procedures go through 5 different steps during their use. Throughout their life, a Procedure may be improved, in which case steps 2 through 5 are repeated.

1. A procedure is created: Safety Officer or Technical User
2. Identify any substances to be used and/ or hazards involved and verify that they are all controlled: Safety Officer or Technical User
3. Assess the overall risk of the procedure: Safety Officer, Technical User or Assessor
4. Approve the procedure: Safety Officer or Assessor
5. End user acceptance or rejection with the possibility to leave comments: Non Technical user

Configuration windows for Procedures can be found in Section "*Making And Approving SOPs*" on page 92.

7.3.2. Hazards

General Hazards can be created and managed independent of Procedures or as a modular part of a Procedure. They will go through the 4 following steps.

1. A Hazard is created: All user roles except the Substance Only role
2. Identify possible controls or resolutions: All user roles except the Substance Only role
3. Assess the Hazard of the specified activity: Safety Officer or Assessor
4. Approve the control or resolution of the Hazard: Safety Officer or Assessor

Configuration windows for Hazards can be found in Section "*Hazard Management*" on page 116.

7.3.3. Hazardous Substances

It is very likely that you will want to customize the risks and first aid associated with those substances that your organization uses. If an existing Substance is updated then steps 2 through 4 are repeated.

Note

Much of this information is linked into the Procedure description in case of Incidents. Information in the substance library is automatically updated to any Procedures using the substance.

1. A substance is created: Safety Officer or Substance Only role
2. Identify first aid, storage and spill instructions: Safety Officer or Substance Only role
3. Identify hazards and dangers: Safety Officer or Substance Only role
4. Identify storage locations: Safety Officer or Substance Only role

Configuration windows for Chemical Substances can be found in Section "*Substances Library*" on page 125.

7.3.4. Incidents

Incidents are be created in the related Procedure where the Incident occurred. They will go through the following steps.

1. An Incident is created: Safety Officer only
2. Identify details of the Incident: Safety Officer only
3. Identify users involved in the Incident: Safety Officer only
4. Identify user injuries: Safety Officer only
5. Optionally, add an Investigator to include their follow up: Safety Officer only
6. Make a recommendation of how this might be avoided in the future

Configuration windows for Incidents can be found in Section "*Incident Management*" on page 107.

7.3.5. Policies

Policies are be created independent of any other registers. They will go through the following steps.

1. An Policy is created: Safety Officer only
2. Identify details of the Policy: Safety Officer only
3. Select groups that the policy will apply to: Safety Officer only
4. End user will receive an alert to read an unread or updated Policy : Non Technical user

Configuration windows for Incidents can be found in Section "*Policies*" on page 132.

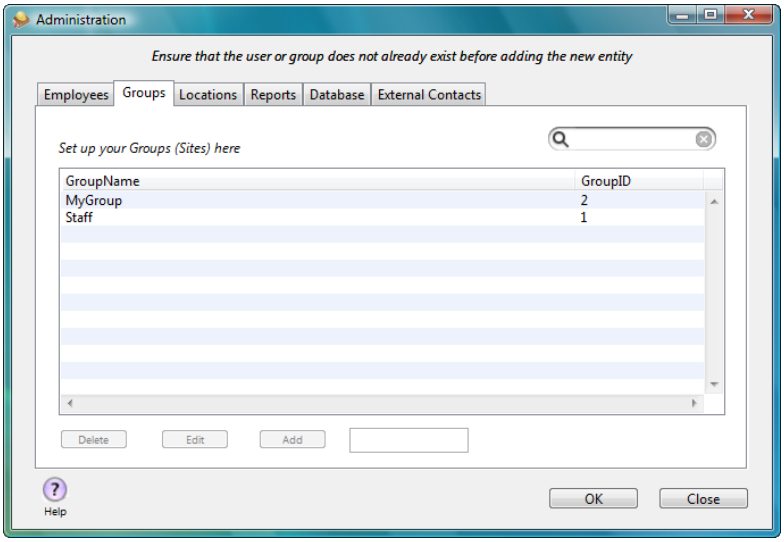
7.4. Groups

User Groups are an important yet optional part of the workflow process. Although it is quite possible to use the Risky Business SOS software with only one user group, additional groups allows larger organizations to work in a more modular fashion.

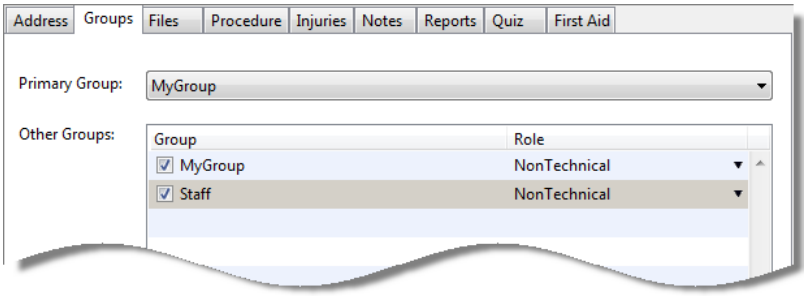
Groups allow the following features to be used.

- Procedures are assigned to the group of the Safety Officer that created them. Users from other groups will not see these procedures.
- New Hazards are automatically assigned to the Safety Officer of the group of the user who entered the Hazard
- Although Users can only have one role in a group they can be assigned to different groups where they have different roles.

Groups names can be edited in the Administration > User menu under the Groups tab.



Users can be assigned to groups in the Administration > User menu, where you select a user to edit and go to the Groups tab.

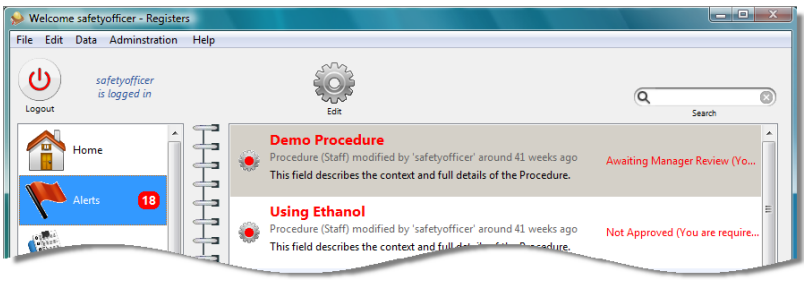


7.5. Task Alerts

The Risky Business SOS software helps alert users to unfinished business. The first screen that any user will see after logging in is the Alerts Browser panel. This will show a list of all items needing the attention of the user. Double clicking on items in the list or clicking once to select an item and then clicking the View button will take the user directly to the item needing attention.

Below is a list of items that might appear on the Alerts Browser panel.

- Procedures needing to be approved, assessed or reviewed
- Hazards that need to be controlled
- Chemical substances that need to be controlled
- Policies that are new or changed
- Notes that are new or need to be reviewed
- Actions that are new or require immediate attention



Additional task alerts are available in the Procedure window, under the SOP status field. These special alerts are only related to the selected Procedure and by clicking on them the user will be taken to the necessary window to finish the task.

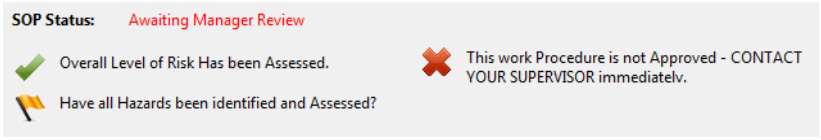
7.5.1. Procedure Tasks

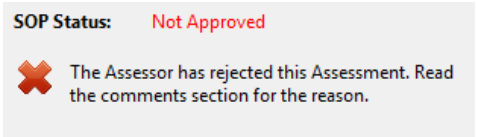
During the creation and updating of a Procedure, unfinished tasks are shown at the top of the Procedure window. These special alerts are only related to the selected Procedure and feature a Click and Zoom Navigation. This quick navigation technique allows the user to click on a flag to highlight the area that is unfinished. Below are the warning icons that can appear.

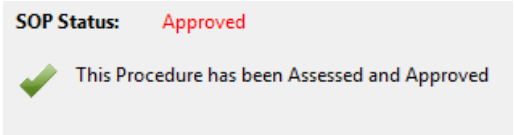
- Yellow flag: specified tasks might need your attention
- Green check: specified tasks are completed
- Red flag: the status is still set to "New"
- Red X: specified tasks are not complete
- Red danger skull: some chemical substances or hazards are uncontrolled or not assessed

Below are examples of the different status alerts that you might see while editing a Procedure.

SOP Status: New
Risk Level for this SOP has not yet been assessed.
Have all the locations have been nominated?
The Overall Status for this Procedure is not yet ready for manager review.
Have all Hazards been identified and Assessed?

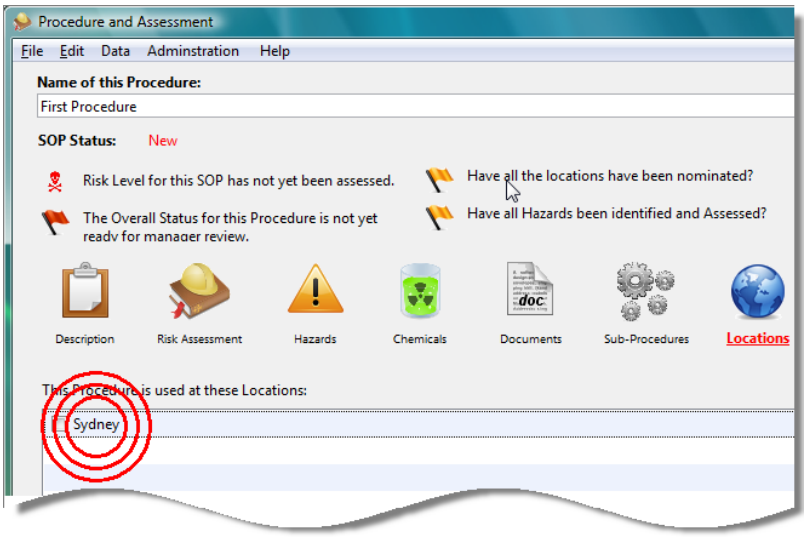

SOP Status: Awaiting Manager Review
Overall Level of Risk Has been Assessed.
This work Procedure is not Approved - CONTACT YOUR SUPERVISOR immediately.
Have all Hazards been identified and Assessed?





The Click and Zoom Navigation is shown below.

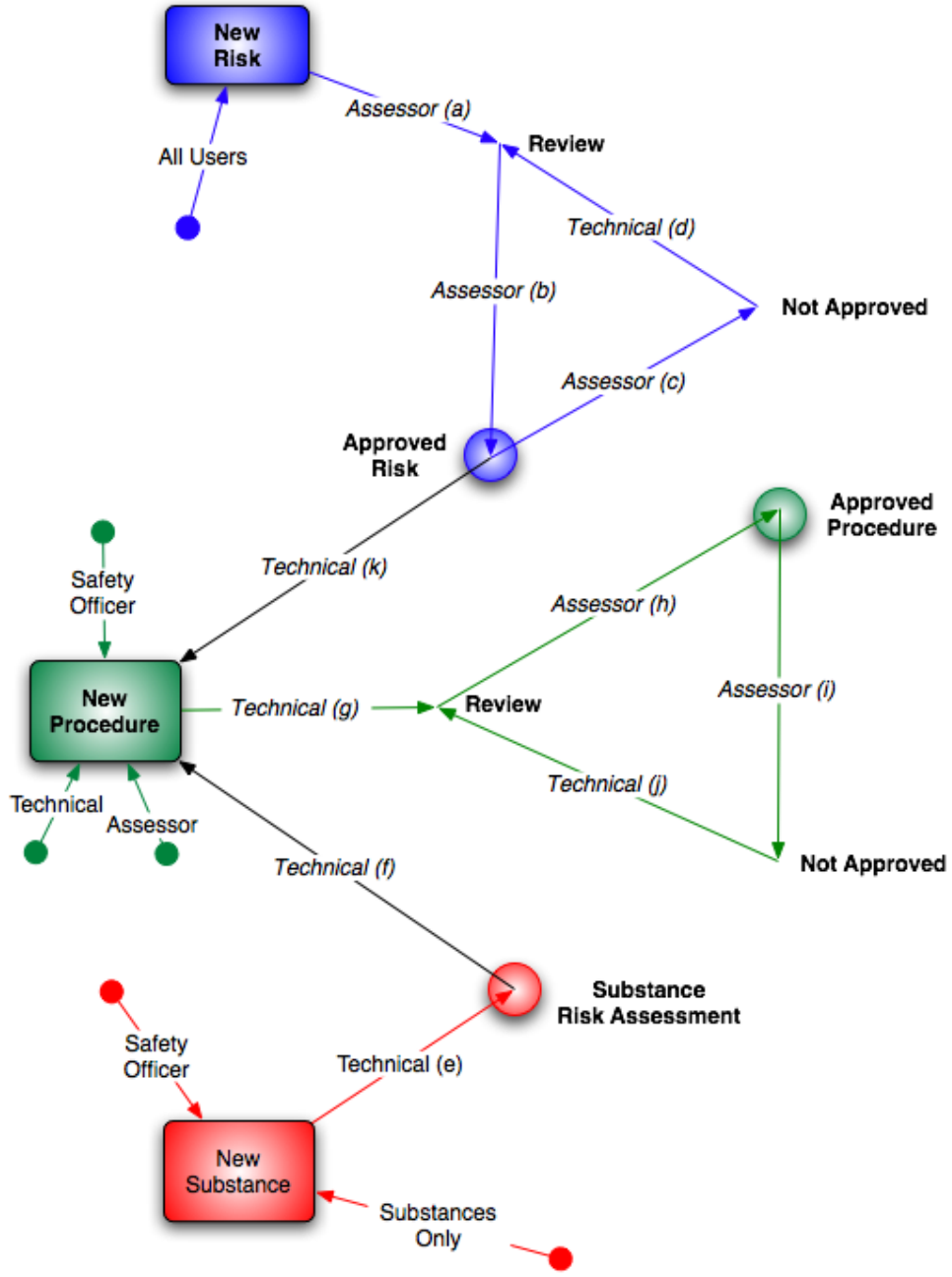
Figure 7.7. Click and Zoom Sample



7.6. Lifecycle

Below is the entire lifecycle of different users and their activities using the Risky Business SOS software. Each point is identified by a letter that is detailed below.

Figure 7.8. Lifecycle



A new *Hazard* can be created by all users of the System. That is, they can declare any risks that they perceive in the workplace. By default the Risk is automatically assigned to the User's Current Group 'Assessor(s)' or the Safety Officer for corrective action.

A new *Substance* can be created by the Safety Officer.

A new *Procedure* can be created by the Safety Officer or people with the Roles 'Assessor' and 'Technical'. The Procedure belongs to the Primary group of the original author.

States:

(a) New Hazards are reviewed by assessors.

(b) An Assessor may complete a Hazard Assessment and determine that the Hazard is controlled and that the hazard should be 'Approved' and considered in other work Procedures. Only Approved Hazards can be considered in Work Procedures.

(c) A previously approved Risk assessment can be review by an Assessor and demoted to 'Not Approved'. Extreme care should be taken when changing a previously Approved Risk and declaring it as unsafe (ie. Not Approved) as it can have major consequences for downstream work procedures.

All Procedures, that have previously included the Approved Assessment in their considered Risk Analysis section, will be instantly classed as 'Not Approved'. That is, workers following those Procedure will stop work! Re-declaring the original Hazard assessment as re-Approved, WILL NOT revert the Procedures from UN-Approved back to their original state.

Caution

Extreme care should be taken when changing a previously Approved Hazard and declaring it as unsafe (ie. 'Not Approved') as it can have major consequences for downstream work procedures

(d) When in the Not Approved state, Technical people can re-investigate the Hazard and propose controls that make the Hazard safe. Once ready for re-assessment, the Hazard is declared as ready for Review by an Assessor (See (c) for notes on 'extreme caution')

(e - f) Substances used in work practices need to be assessed for risk in the context of the work Process. When Substances are included in work Procedures, mini-Risk Assessments are made by Technical people familiar with the use of these Hazardous Substances. IN addition to the Status, Hazardous substance risk assessments also require that the use of the Substance in the Procedure is controlled.

Caution

Changing the Substance Risk assessment can also modify the Overall risk assessment for the Procedure, Risky Business SOS will automatically change it to 'Not Approved'. Care needs to be taken when modifying the Hazardous Substance Risk Assessment.

(g) Technical Users collect and collate all the necessary sources of information to describe the work process. This involves adding in, and assessing Hazardous Substances, declaring all Approved Risks assessment that pertain to this work process and uploading documentation and other sources of information. Once complete, the Technical Users passes the Procedure to their Supervisor for "Review".

(h) An Assessor reviews all the information and makes a final legal Risk Assessment of the entire Procedure. Approved Procedures are available for all members of the Procedures Group. Final, Overall Risk Assessment is the Assessor's legal obligation.

(i) Previously Approved Procedures that are unsafe and should not be followed by employees are changed to 'Not Approved'. Works following this procedure should no longer follow this work procedure.

(j) Technical Users can modify the Procedure. When it is ready for re-Assessment it is changed to "Review" informing the Assessor that the Procedure can be re-Assessed.

8

Chapter 8
Maintenance

All information stored by the Risky Business SOS software is contained in two files located either on the computer running the software or on a connected network drive. These two files, the database and the preferences file contain all of the information that is managed by you. It is important that these files are backed up on a regular basis. See the sections below for information on the location and how to backup these files.

It is important that the safety information itself be up-to-date with existing standards. Additional maintenance will be done on a regular basis concerning the information on the following subjects.

- Chemicals: keep your database up to date on current safety precautions, current Material Safety Data Sheets, first aid, and storage locations
- Procedures: be sure to follow up any Incidents with recommendations that can be used to improve procedures
- Users: keep your users up to date with the current employees of the company
- Risks: if you are allowing general access to your employees to enter risks be sure to check them regularly

8.1. Updating Chemicals

Chemical substance data can be updated by Safety Officers and Substance Only users. New safety information might become available or the chemical may have its hazard classification changed by the government.

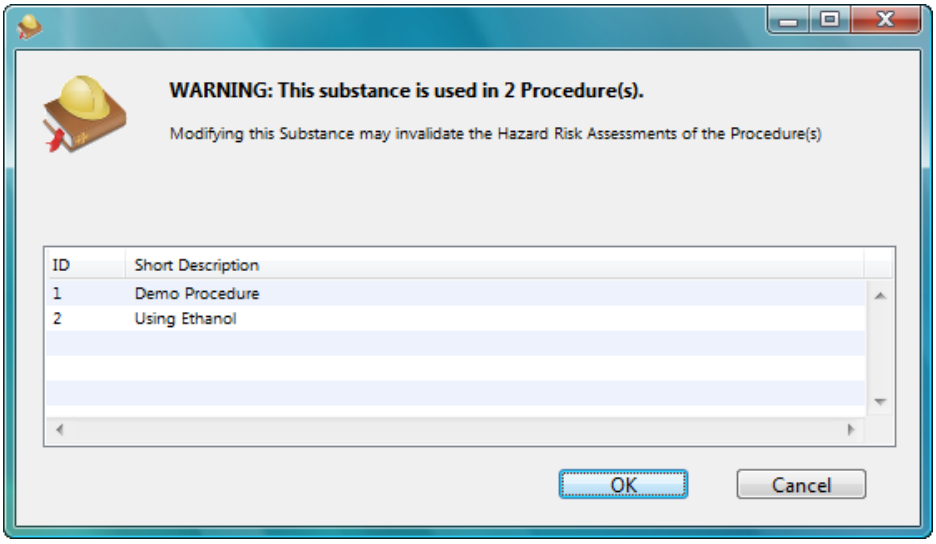
8.1.1. Editing Substances

This affects everything! Change chemical characteristics with caution. You may have to update SOPs, Risk Assessments and require new User Acceptances before procedure work can be done. If the substance is currently being used by a Procedure you will be warned

how many Procedures are using it and asked if you want to review them before saving the changes to the chemical substance.

You will also be warned that changing a chemical's properties in the library may invalidate previous Risk Assessments for those Procedures using the chemical may invalidate any previous assessments. This is because changes to the chemical characteristics may increase or decrease risks associated with using it.

Figure 8.1. Update Chemical Warning



Chemical updates to the following information will be copied and made available to existing procedures using that chemical substance.

- Disposal and Storage
- Spill Notes
- First Aid Notes
- Hazards

8.2. Updating SOP & Hazard

Updating the Standard Operating Procedures can affect Risk Assessment and User Acceptance. When you make a change to a Procedure you will be asked if it is a minor or major change.

8.2.1. Procedure Update

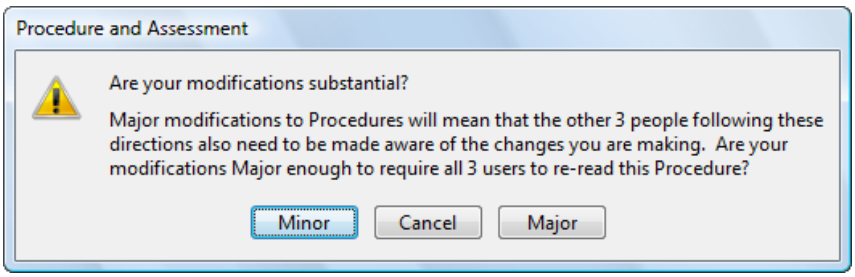
Any change to a Procedure will require the Administrator to decide if it was a minor or a major change.

Minor changes to a Procedure will not need to be reapproved and users who have already accepted the Procedure will not be required to reread and accept the Procedure. When a minor change has occurred, the version number of the Procedure will increase by 0.0001.

A Major change will require the Procedure to be reapproved and users will have to reread and accept the updated Procedure. When a major change has occurred, the version number of the Procedure will increase by 1.0 to the next whole number. Any previous version numbers due to minor changes will be returned to zero.

Note

The version number will not increase while a Procedure is in the New status.


Procedure and Assessment
Are your modifications substantial?
Major modifications to Procedures will mean that the other 3 people following these directions also need to be made aware of the changes you are making. Are your modifications Major enough to require all 3 users to re-read this Procedure?
Minor
Cancel
Major

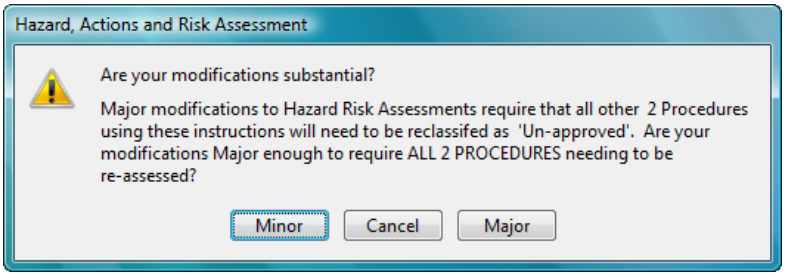
For example, a Safety Officer makes to minor changes to an existing Procedure numbered version 1. Each minor change adds 0.0001 to the version. After the 2 minor changes the version number of the Procedure has become 1.0002. When the first major change is made, the version will become 2.0. If another major change is made then it will become version 3.0.

8.2.2. Hazard Update

Any change to the status of an controlled Hazard will alert the user if the proposed change may affect one or more existing work procedures.

The user can either click the Yes button to accept the change and cause all work Procedures that use the Hazard to be changed to Unapproved status until a Safety Officer can reapprove the Procedure. This choice will cause the affected employees to halt doing the work procedure until it is approved.

The user can also click the Cancel button to not save the change. The user then must click the Close button to close the Risk and then click the Don't Save button so that the Hazard will be closed, untouched.


Hazard, Actions and Risk Assessment
Are your modifications substantial?
Major modifications to Hazard Risk Assessments require that all other 2 Procedures using these instructions will need to be reclassifed as 'Un-approved'. Are your modifications Major enough to require ALL 2 PROCEDURES needing to be re-assessed?
Minor
Cancel
Major

For example, a Safety Officer makes to minor changes to an existing Procedure numbered version 1. Each minor change adds 0.0001 to the version. After the 2 minor changes the version number of the Procedure has become 1.0002. When the first major change is made, the version will become 2.0. If another major change is made then it will become version 3.0.

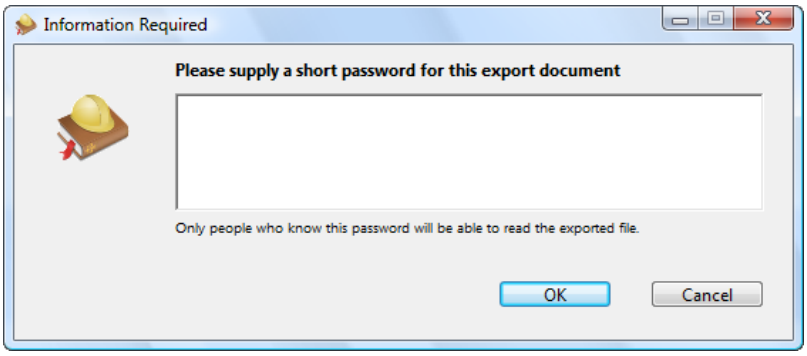
8.3. Exchange Objects

It is possible to export Chemical Substances, Policies or Procedures for transfer to other organizations that use Risky Business SOS. The exported object is saved as a text file and can optionally be encrypted with a password for secure data transfer over insecure communication links such as Internet email.

8.3.1. Exporting Objects

After selecting a Substance, Policy or Procedure from the main window, click on the File > Export > Encrypted Transfer menu item. You will be asked to supply a password to encrypt the object. If you do not supply a password the object will be saved as text without any encryption.

Figure 8.2. Encrypted Password Request

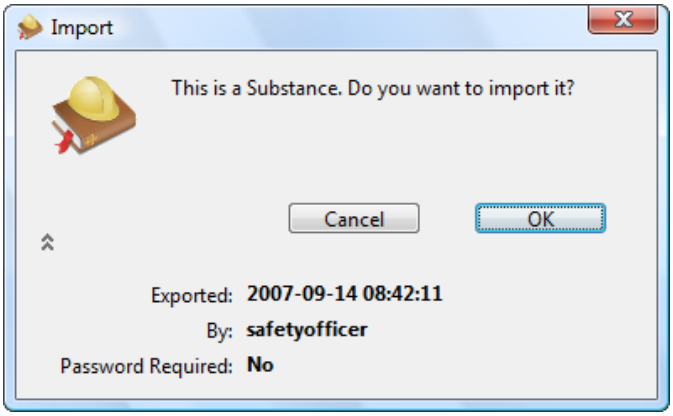

Information Required
Please supply a short password for this export document
Only people who know this password will be able to read the exported file.
OK
Cancel

After clicking OK you will be asked for a network location to save the file to. Once the file is saved you can transfer it to a USB drive, a disk or CDROM or even attach it to an email message.

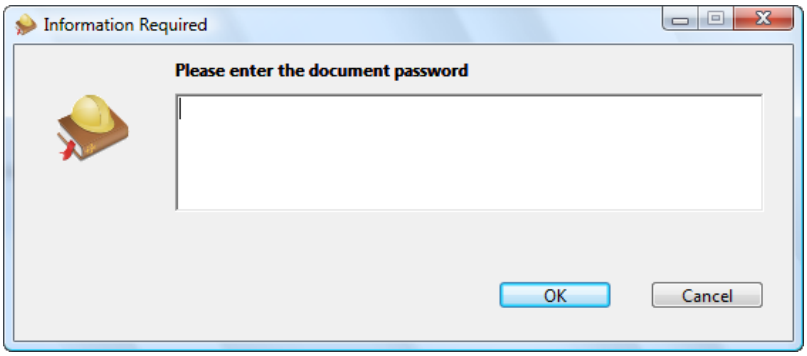
8.3.2. Importing Objects

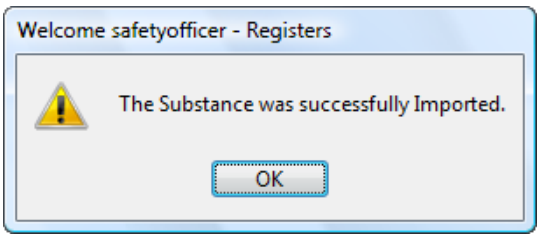
Importing objects that have already been exported can be done from the Main Window by clicking on the File > Import menu item. You will be asked to find the object to import by navigating your computer's hard disk. Then you will be shown a summary of what the object is.

Figure 8.3. Import Object Summary

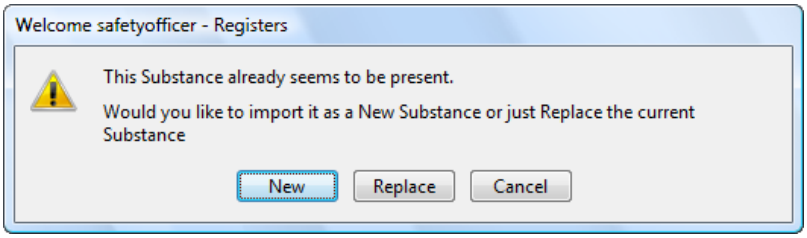


After clicking OK you will be asked for a password if the object was saved with a password. Otherwise the object will be imported immediately and added to the correct browser list.





If an object with the same name exists you will be offered the choice of replacing the existing object or changing the name before importing it.


Welcome safetyofficer - Registers
This Substance already seems to be present.
Would you like to import it as a New Substance or just Replace the current Substance
New
Replace
Cancel

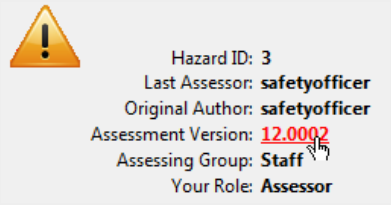
Caution

Replacing an existing object will overwrite existing information linked to that object. You should only do so if you are sure you do not need any of the existing information. If you are unsure, import it under a new name.

8.4. Version Viewer

By clicking on the version number of a Procedure, Chemical Substance or Hazard, it is possible to view each previous version and what has changed.

Chemical Version Access



Hazard Version Access

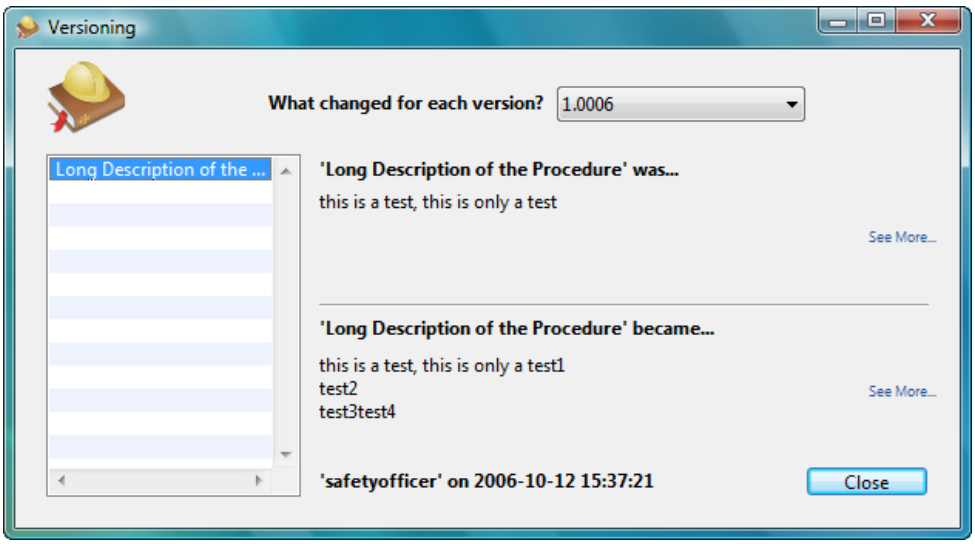
Procedure Version Access

After clicking the version number of a Procedure or Hazard, the Version Viewer window will appear. A drop down box titled "What changed for each version?" is available to select all

previous versions of the current Procedure. By selecting a version, all changes that were made for the selected version are shown on list on the left side of the window.

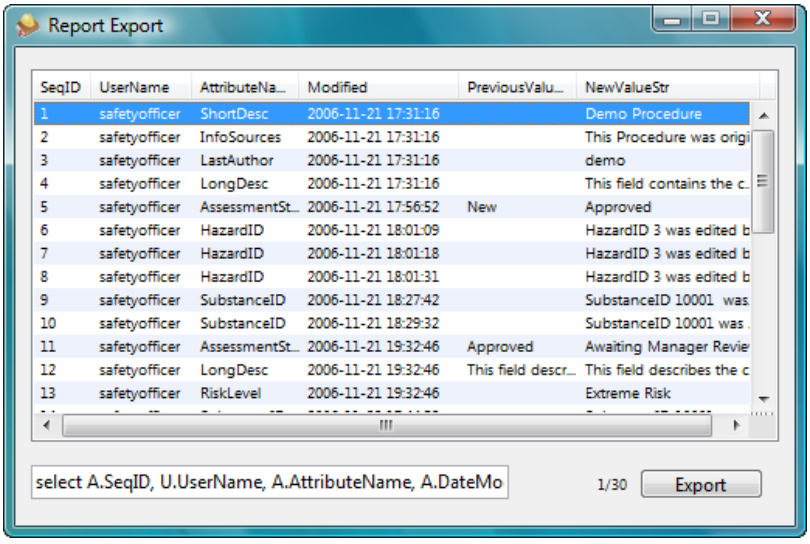
Clicking on each item in the list allows you to see the previous value of the changed item and what it was changed to.

Figure 8.4. Version Viewer Window



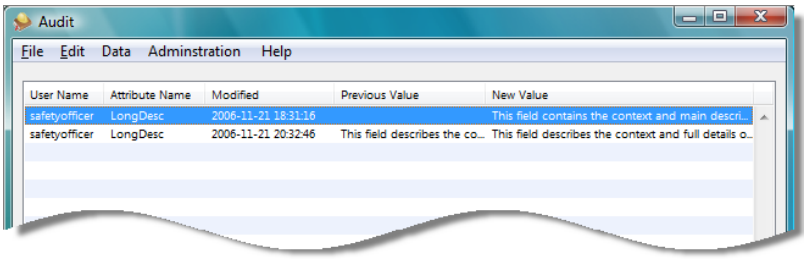
Procedures, Chemical Substances and Hazards can also export all history changes to a tab delimited text file. Simply open a Procedure or Substance and then click on the Data > Show History text menu.

Figure 8.5. Show History Window


Report Export
SeqID
UserName
AttributeNa...
Modified
PreviousValu...
NewValueStr
1 safetyofficer ShortDesc 2006-11-21 17:31:16 Demo Procedure
2 safetyofficer InfoSources 2006-11-21 17:31:16 This Procedure was origi
3 safetyofficer LastAuthor 2006-11-21 17:31:16 demo
4 safetyofficer LongDesc 2006-11-21 17:31:16 This field contains the c..
5 safetyofficer AssessmentSt... 2006-11-21 17:56:52 New Approved
6 safetyofficer HazardID 2006-11-21 18:01:09 HazardID 3 was edited b
7 safetyofficer HazardID 2006-11-21 18:01:18 HazardID 3 was edited b
8 safetyofficer HazardID 2006-11-21 18:01:31 HazardID 3 was edited b
9 safetyofficer SubstanceID 2006-11-21 18:27:42 SubstanceID 10001 was
10 safetyofficer SubstanceID 2006-11-21 18:29:32 SubstanceID 10001 was
11 safetyofficer AssessmentSt... 2006-11-21 19:32:46 Approved Awaiting Manager Revie
12 safetyofficer LongDesc 2006-11-21 19:32:46 This field descr... This field describes the c
13 safetyofficer RiskLevel 2006-11-21 19:32:46 Extreme Risk
select A.SeqID, U.UserName, A.AttributeName, A.DateMo
1/30
Export

Procedures, Chemical Substance and Hazard fields can also show all history changes in the active field. Simply open a Procedure or Substance, click in a field (text field, checkbox, or drop down list) and then click on the Data > Show Field History text menu.

Figure 8.6. Show Field History Window


Audit
File Edit Data Adminstration Help
User Name Attribute Name Modified Previous Value New Value
safetyofficer LongDesc 2006-11-21 18:31:16 This field contains the context and main descri...
safetyofficer LongDesc 2006-11-21 20:32:46 This field describes the co... This field describes the context and full details o...

8.5. Update Users

User information can be updated at any time by a Safety Officer going to the Administration > User menu item and selecting a User from the table of available users. To select an existing user either double click on their name or click once on their name and then click the Edit button.

Note

A user name cannot be edited.

8.6. Database Location

Each installation of the Risky Business SOS software requires access to either a locally installed database file or one located on a network file server as well as a preference file. The default and demo installations of Risky Business SOS installs the database locally on your computer's hard drive. If you ever move the installation of the software to another machine or restore the data from a system backup, these two files must be copied or restored to the same location.

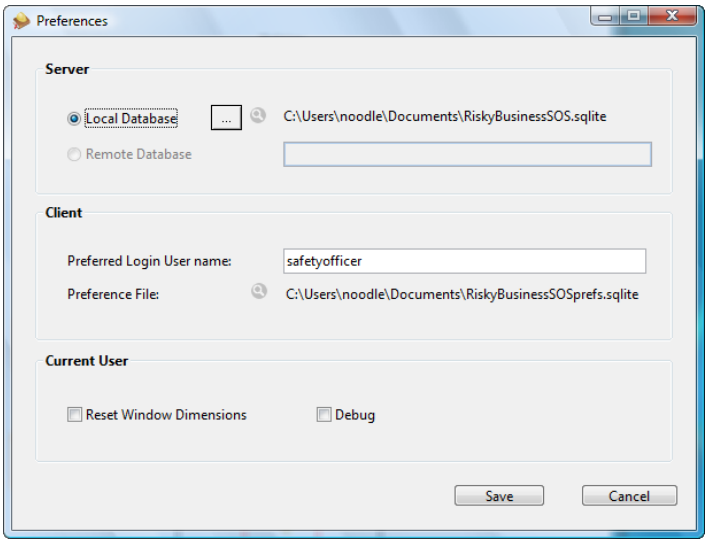
Caution

If you install your database on a network file server, be sure that the computer running Risky Business SOS has read and write access to the network file server. If this is not the case you will not be able to access or change your data.

This database contains all of the information that you see when running the program, including users, Standard Operating Processes, the Document Library and more. It is very important that this file be included with your company's daily backup of essential documents. If you do not have a daily backup procedure you may want to consider at least storing a copy of this file offline on a removable media like a writable CDROM.

To find the location of your database file, open the preferences window of the Risky Business SOS software. This option is available under the Edit menu at the top of the program. The location of the database is printed next to the words "Local Database".

Figure 8.7. Preferences Window



For example, on a Windows computer it might be C:\Documents and Settings\bill\Aplication Data\RiskyBusinessSOS.sqlite. This means that the database is located on the C drive of your computer in the directory Documents and Settings\bill\Aplication Data\. The name of the database in this example is RiskyBusinessSOS.sqlite. You will find the preferences file in the same directory as the database. In this case it is RiskyBusinessSOSprefs.sqlite.

Note

Your database is encrypted to protect its sensitive information.

Tip

If you expect to have multiple users logging into the same computer then you will need to move the database to a location accessible by each account (either on the same computer or on a network drive.)

8.6.1. Networked Database

A network server version is being developed allowing you to connect one or more instances of Risky Business SOS to a database server on a connected network by simply entering int he IP address of the server. This technology will be available in a future release of the software.

8.6.2. Database Backup

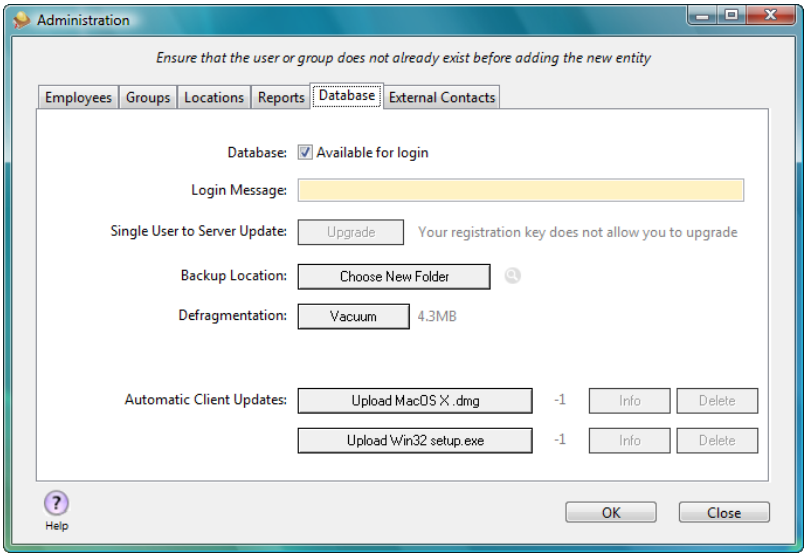
Your database is completely stored as a single file. It can either be stored on a network drive that is backed up regularly or 3rd party file backup software such as Winzip or Acronis can be used to schedule regular backups to a compressed file or a remote drive.

The database can be instantly backed up by clicking on the Administration > Backup to Remote Server menu item for Windows or the Administration > Backup to .Mac menu item for MacOS. On a MacOS system, this allows a backup to a .Mac iDisk (or any other remote folder) on demand. This can only be done by a Safety Officer.

Tip

Holding down the ALT key when selecting the "Backup to .Mac" option on MacOS computers, allows the user to select a new destination backup folder.

The Backup location is configured in the Administration > User > Database tab. Click on the Choose New Folder button next to the Backup Location label.



8.6.3. Database Upgrade

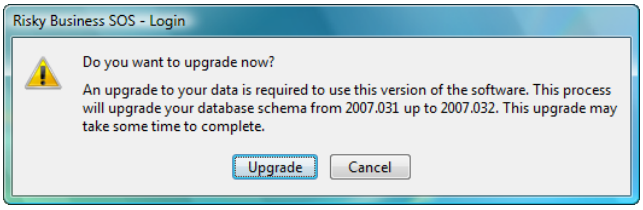
If you install a new version of the Risky Business SOS software changes might be required to your database file. You will warned if a software upgrade also requires a database upgrade.

The upgrade process will make a backup of your database. Be sure that you have enough hard drive space for this backup. For example if your database is 100MB before an upgrade, after the upgrade you will have the new database at ~100MB and a backup of the old database at 100MB for a total of 200MB of space used for the database. The current database size can be found in Figure 4.45, “Report Database Size”on page 86.

Warning

Once a database has been upgraded, it will not be readable in previous versions of the software. Be sure that all software access clients are upgraded at the same time.

Figure 8.8. Database Upgrade Warning

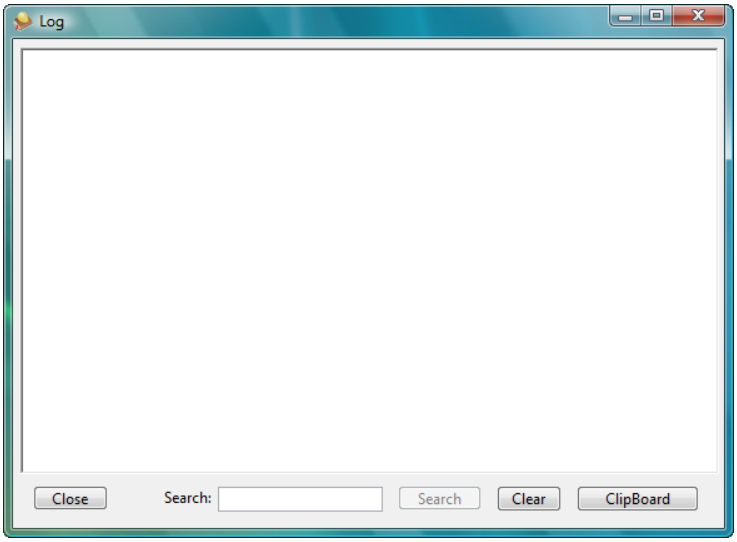

Risky Business SOS - Login
Do you want to upgrade now?
An upgrade to your data is required to use this version of the software. This process will upgrade your database schema from 2007.031 up to 2007.032. This upgrade may take some time to complete.
Upgrade
Cancel

8.7. Error Log

The error log is available from the main text menu by clicking on the Data > Error Log menu item. This window will show you any errors that have occurred during the current session of the software. Although it is not possible to edit the information shown in the Error Log the following activities are possible.

- Search: enter information into the Search field and click the Search button to search the Error Log text.
- Clear: click the Clear button to clear any text in the Error Log window.
- Clipboard: click the Clipboard button to copy the contents of the Error Log to your computer's clipboard. You can then use your computer's Paste functionality to put this text into another program such as Microsoft Word or an email.

Figure 8.9. Error Log



A

Appendix A
Covered Legislation

A.1. Covered Legislation

Below is a list of covered legislation that was used as reference for features of Risky Business SOS.

- http://www.workcover.nsw.gov.au/
- Occupational Health and Safety Act 2000 (OHS Act 2000).
- Occupational Health and Safety Regulation 2001 (OHS Regulation 2001).
- Australian Standards AS/NZS 4360 Risk Management

Glossary

AttributeName
: LongHelp

ActivityBeingPerformedDetails
: Activity Being Performed Details

AlternativeName
: An alternative registered product name used by the manufacturer or supplier. The may not necessarily relate to the chemical name of the product or its ingredients.

Archived
: An integer that describes if the file has been archived.

AssessedBy
: The last user to modify the assessment

AssessedOn
: The date that the Procedure was last assessed.

AssessmentStatus
: This is the Assessment Status of the Procedure.

Assessor
: Your role here is to approve or un-approve SOPs. You need to review all the substances of this Procedure (Including the appropriate MSDS forms), as well as review all the supplemental documentation. Risk Assessment Approval is the managers legal responsibility.

AuditID
: This number is used to enable every modification of data to be recorded and audited.

Base64MD5
: Base64 MD5 hash. This is a checksum that ensures that the file hasn't become corrupted.

Base64MacCreator
: Base64 Mac Creator code of uploaded file

Base64MacType
: Base64 Mac Type code of uploaded file

BiologicalHazardClass
: Biological Hazard Category

BodyPartsInjured
: Body Parts Injured

CASNumber
: Chemical Abstracts Service Number (CAS RN or CAS No.) An internationally recognised registration number assigned by the Chemical Abstracts Service to uniquely identify either a chemical, a group of similar chemicals or a mixture, (including a fortuitous mixture such as an oil refinery product). The CAS Number (sometimes described as a Registry Number or RN) consists of up to nine digits and provides an accurate way for retrieving a substance from a computer database. The CAS number is simply a reference number and, unlike the UN number, cannot be linked to any particular chemical or physical properties.

ChemicalHazardClass
: Hazard Category

CreatingGroup
: The Group of the origial author when the Procedure was created.

DGclass
: Australian Code for the Transport of Dangerous Goods by Road and Rail. As a Code, it provides basis for State Governments to provide legislation for packaging, marking, transport and storage of dangerous goods.

DateAdded
: The Date the note was added to the system by the user.

DateCreated

Date File Created on the local machine. This is dependant on the local computers clock and may differ from the Servers date

DateModification

Date the File was last modified on the local machine.

Deleted

An integer that records if the file has been deleted.

Description

Incident Description

EmergencyPlan

Any initial measures that should be taken in an emergency

FileID

File ID. Unique File identifier for a file

FullName

The full name of the user, eg Dr John Smith.

Hazardous

A substance which has the potential through being used at work to harm the health or safety of persons in the workplace including substances which may be produced in the workplace (eg. from welding rods, plastics Procedureing etc.). The National Commission has defined a Hazardous Substance as a substance that: is included in the National Commission's List of Designated Hazardous Substances (about eight hundred substances); or meets the criteria for a hazardous substance in the National Commission's Approved Criteria for Classifying Hazardous Substances. It excludes certain substances whose presence or use is not related to a work activity, being foodstuffs, therapeutic agents, cosmetics, tobacco and its products and toiletries and toilet products.

ImageID

This is an images unique identifier. This is the primary key into the Image table

IncidentCustom1

Customer data 1: Use this field to store your own data that doesn't quite fit anywhere else

IncidentCustom2

Customer data 2: Use this field to store your own data that doesn't quite fit anywhere else

IncidentID

Incident Unique Identifier

InfoSources

Records the Sources of information used when creating or modifying the Procedure. It is used to store URLs to external web sites or perhaps a bibliography of references.

Investigator

Is the user an Investigator?

LastAccessedDate

Last Accessed Date of uploaded file

LastAuthor

The UserID of the last user to modify the Procedure.

LocationID

Incident location

LocationLong

Detailed address of the location, possibly including extensive driving instructions.

Locationhelp.html

Locations are areas that your business operates from or places that your workers regularly operate in. You can nominate a number of helpful details about locations, e.g. emergency phone numbers. The safe storage and monitoring of chemicals is facilitated by nominating and detailing locations. Procedures and workers also need to be associated with Locations. These locations will therefore help you monitor your safety procedures, storage of chemicals and alerting workers when accidents occur.

LockedByUser
: Is the file locked by a User

LoginAllowed
: User's can only login when this is set to be true.

LongDesc
: This is the long description of the Procedure.

MIMEtype
: MIME type of uploaded file

MSDSid
: An Identifier pointing to the Material Safety Data Sheets document describing the properties of a substance.

MainContactPersonName
: Main Contact Person Name

MainEnvironmentalHazards
: Environmental impact and risk assessments:Businesses must comply with a range of environmental legislation as well as that covering health and safety.Sometimes, environmental risks will also be health and safety risks. For example, the careless disposal

NonTechnical
: Your role here is to read, understand and follow the instructions of this procedure. You need to review all the substances of this Procedure (Including the appropriate MSDS forms), as well as review all the supplemental documentation. You may be have to take a quiz after reading this procedure.

Note
: The note text.

NoteID
: The Note ID is a unique identifier for a single note.

Notifiable
: Is the Incident Notifiable to governmental authorities?

OriginalAbsolutePath
: Original file's Absolute Path on the uploading user's local computer

OriginalAuthor
: The UserID of the user who originally created the Procedure.

PrimaryGroupID
: This is the User's Primary group. A user may be in other groups. The Primary group determines accessibility.

ProcCustom1
: Customer data 1: Use this field to store your own data that doesn't quite fit anywhere else

ProcCustom2
: Customer data 2: Use this field to store your own data that doesn't quite fit anywhere else

ProcCustom3
: Customer data 3: Use this field to store your own data that doesn't quite fit anywhere else

ProcCustom4
: Customer data 4: Use this field to store your own data that doesn't quite fit anywhere else

Procedurehelp1.html
: A Procedure (sometimes called a Standard Operating Procedure or 'SOP') is a defined piece of work that is performed at your organsisation. The law requires your work Procedures to be defined and monitored. The Procedure window allows you to define the context for the Procedure, add supplemental documentation and record incidents when accidents happen.

QuizName
: Quiz Name identifies the Quiz. Give a Quiz an name that relates to the Procedure

RBScriptCommandText
: Report Script Command Text

RBScriptDisplayName
: Report Script Display Name

RBScriptID
: Report Script ID

RBScriptUserAdded
: RBScriptUserAdded

RadionuclideHazardClass
: Radionuclide Category

ReadOnly
: Your role here is to read, understand and follow the instructions of this procedure. You need to review all the substances of this Procedure (Including the appropriate MSDS forms), as well as review all the supplemental documentation. You cannot change any details on this page.

ReportName
: Each Report has a descriptive name. This name is seen by the user in the reports dialog.

ReportOutputType
: Report Output Type ID

RiskConsequence
: Qualitative Measurement of Consequence

RiskEvaluationAndPrecautions
: Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

RiskExposureIsControlled
: Risk Exposure Is Controlled

RiskIsControlled
: Is the Risk Controlled. Employers must ensure that suitable and sufficient control measures are in place to reduce identified risks.

RiskLevel
: Qualitative Risk Level Measurement. The potential for physical harm to life, health or property.

RiskLikelihood
: Qualitative Measurement of Likelihood

SOProcedureID
: The Unique ID of the Procedure

SOProcedureVersion
: The version number is a real number that is automatically incremented when the Procedure is modified. Modifying a Procedure may mean that subscribed users of this Procedure have to read or take action. Modifications that increment the version number by a whole number forces all subscribed Procedures users to revisit this Procedure. Minor modifications are noted via 0.0001 increments and do not trigger a re-visit by subscribers.

SafetyOfficer
: Is the User a Safety Officer. Safety Officer can access all aspects of the system.

SeeDoctor
: Did the Person See a Doctor?

ShortDesc
: This is the short description of the Procedure.

SizeMB
: Size of the file in MB

Stable
: Is the substance resistant to undergoing changes by way of decomposition, condensation, self-reaction or polymerisation.

SubCustom1
: Customer data 1: Use this field to store your own data that doesn't quite fit anywhere else

SubCustom2
: Customer data 2: Use this field to store your own data that doesn't quite fit anywhere else

SubCustom3
: Customer data 3: Use this field to store your own data that doesn't quite fit anywhere else

SubCustom4
: Customer data 4: Use this field to store your own data that doesn't quite fit anywhere else

SubstanceFirstAidNotes
: The Substance emergency First Aid Notes.

SubstanceID
: The unique identifier for the Substance.

SubstanceLabelSize
: The code for the label size to be printed.

SubstanceName
: Term used to describe Chemicals, materials, goods, products, formulations and preparations, ie. whether or not pure or single substances. A term used for any natural or artificial substance whether as a solid, liquid, gas or vapour form, but excluding articles.

SubstanceSpillNotes
: Emergency and label notes for the cleaning spills.

Technical
: Your role here is to create new procedures. You need to include all the substances of this Procedure (Including having read the appropriate MSDS forms), as well as upload all the supplemental documentation. Your manager will review and approve or un-approve your procedure and assessment

Telephone
: This is the emergency telephone Number.

UNNumber
: Also less commonly known as the Substance Identification Number (SI) and UN Transport Number, it is a system of four digit numbers, assigned to a substance, or a group of chemicals with similar hazardous properties (eg. cresols). Based on a common characteristic, the UN number provides a very useful and important link (via sub-section 9 of the ADG Code) to the Hazchem Code, Emergency Procedure Guides (to provide emergency information), dangerous goods class (to assist for safe handling and storage), the packaging group (to indicate the degree of hazard) and the method for safe packaging.

UploadDate
: Date the file was uploaded to the database

UploadedBy
: Integer ID of the user who uploaded the file

UsedAsPerMSDS
: Used As Per MSDS

UserID
: This is the User's unique numerical User ID. It is used through out the system.

UserName
: This is the User's unique login name. It is used through out the system.

UsersIncidentDescription
: Users Description of the Incident

VersionKey
: Version Key of uploaded file

VersionSeq
: Version Sequence number of uploaded file

WorkersClaim
: Is a Workers Compensation Board Claim being made?

WorkersCompClaimID
: Workers Compensation Claim ID

email
: This is the User's Primary email address.

hasResourceFork
: An integer that records if the original file has a Resource Fork

wwwSource
: URL to the World Wide Web source

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